



LEVEL 1 CERTIFICATE IN CUSTOMER SERVICE

10378

Resources Link

October 2014

WELCOME

Resources Link is an e-resource, provided by OCR, for teachers of OCR qualifications. It provides descriptions of, and links to, a variety of independent teaching and learning resources that you may find helpful.

In Resources Link you will find details of independent resources, many of which are free: where this is the case this has been indicated.

If you know of other resources you would like to see included here, or discover broken links, please let us know. We would also like to hear from you if you have any feedback about your use of these, or other, OCR resources. Please contact us at resourcesfeedback@ocr.org.uk.

We leave it to you, as a professional educator, to decide if any of these resources are right for you and your students, and how best to use them.

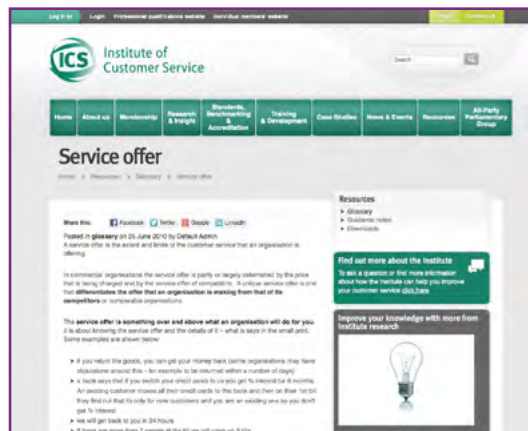
To give us feedback on, or ideas about the OCR resources you have used, email resourcesfeedback@ocr.org.uk

OCR Resources: the small print

OCR's resources are provided to support the teaching of OCR specifications, but in no way constitute an endorsed teaching method that is required by the Board and the decision to use them lies with the individual tutor. Whilst every effort is made to ensure the accuracy of the content, OCR cannot be held responsible for any errors or omissions within these resources.

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Institute of Customer Service glossary



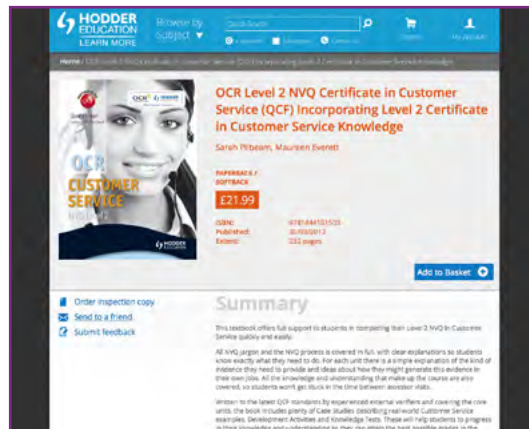
This resource provides a definition of customer service language and terminology, in particular what is meant by 'customer service'. The web page also provides access to research documents and newsletters on customer service issues across business sectors.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 - Understand working in a customer service environment
Cost: Free
Format: Web page

<http://www.instituteofcustomerservice.com/1848-4153/Service-offer.html>

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OCR Level 2 NVQ Certificate in Customer Service (QCF) Incorporating Level 2 Certificate in Customer Service Knowledge



This resource is a text book with information and activities on the factors affecting customer; the difference between internal and external customers, and how to identify customer needs and expectations.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

Cost: £21.99 + postage

Format: Text Book – ISBN: 9781444151503

<https://www.hoddereducation.co.uk/Product?Product=9781444151503>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Funny customer service situations



Short videos of poor customer service which could be used as the basis for a discussion on why behaviours of the service are unacceptable. The videos also support customer behaviours when dissatisfied.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment
Cost: Free
Format: Videos

<http://elliott.org/oys/customer-circus-5-funniest-customer-service-videos-ever/>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Effective communication: tips on being a good listener



An article incorporating a short video showing why effective listening is an important behaviour when dealing with customers.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

Cost: Free

Format: Video

<http://stephanieb27.hubpages.com/hub/How-to-Be-a-Good-Listener-Tips>

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Job roles in a call centre customer service team



The article describes the job roles in a call centre, including responsibilities of individuals and the skills required for each team member.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

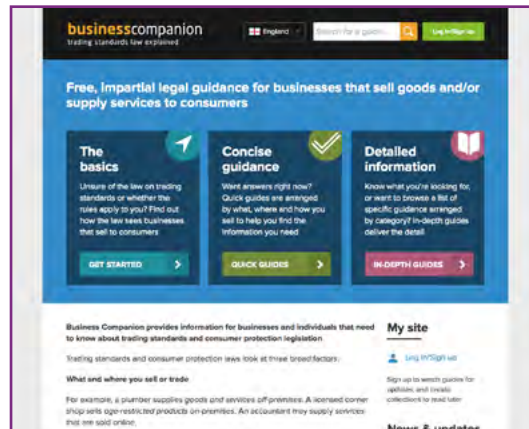
Cost: Free

Format: Web based article

<http://www.callcentrehelper.com/typical-roles-in-a-call-centre-51389.htm>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Sale of Goods Act hub



This resource provides guidance on the Sale of Goods Act including videos, quizzes, downloadable scenarios, training materials and registration for regular email updates. The link provides access to the Distance Selling Regulations hub.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

Cost: Free

Format: Website

<http://sogahub.tradingstandards.gov.uk/>

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Data protection toolkits



This website gives information on data protection and freedom of information legislation, with access to downloadable posters, stickers and postcards on data protection, training videos and sector guides.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

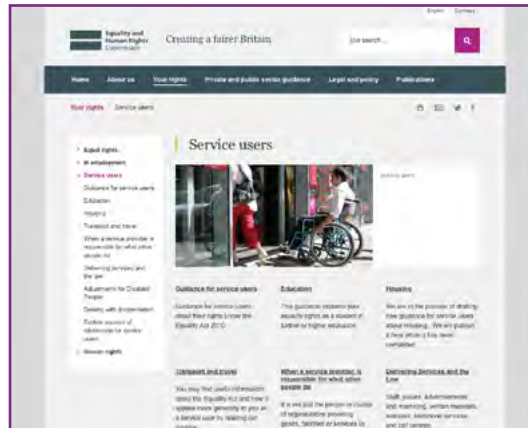
Cost: Free

Format: Website

http://ico.org.uk/for_organisations/training

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Equality and Human Rights Commission – the rights of service users



This resource is guidance for service users about their rights under the Equality Act 2010, when accessing services provided by the private and public sectors.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

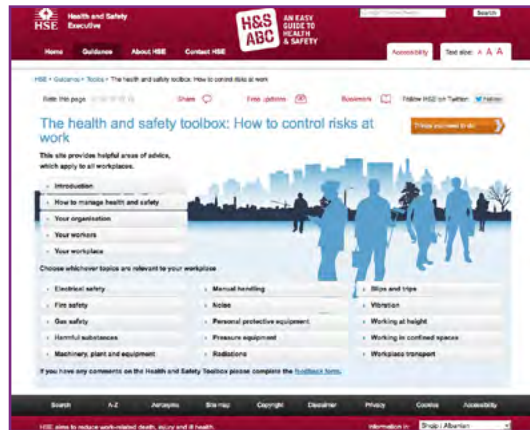
Cost: Free

Format: Website

<http://www.equalityhumanrights.com/your-rights/service-users>

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Health and safety toolbox



This resource provides advice and guidance on most aspects of health and safety at work.

Supports: OCR Level 1 Certificate in Customer Service
Unit 1 – Understand working in a customer service environment

Cost: Free

Format: Website

<http://www.hse.gov.uk/toolbox/>

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resourcesfeedback@ocr.org.uk

Skills CFA – business skills apprenticeship frameworks employee rights and responsibilities workbook



A workbook with information on employee rights and responsibilities, including a self testing section to confirm the individual's knowledge and understanding.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

Cost: Free

Format: Downloadable PDF

<http://www.skillscfa.org/images/pdfs/apprenticeships/resources/ERR-Workbook.pdf>

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acas eLearning modules



acas online modules covering 11 subjects relevant to employee rights and responsibilities.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

Cost: Free

Format: Website link to Learning Online

<http://www.acas.org.uk/index.aspx?articleid=2113>

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Your health, your safety



A joint HSE and TUC brief guide on the responsibilities of employees, including young persons on work experience, for their own and others' safety in the workplace.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

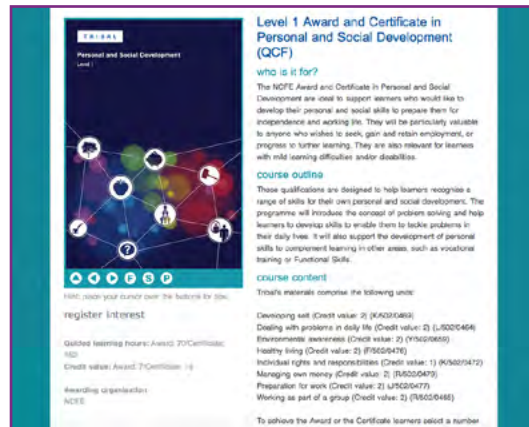
Cost: Free

Format: Downloadable leaflet

<http://www.hse.gov.uk/pubns/indg450.pdf>

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Tribal – Level 1 personal and social development (QCF)



An activity workbook for module 1 – developing self. Activity workbooks include assessment which allows learners to complete a portfolio of evidence and demonstrates achievement of all learning outcomes associated with each module.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

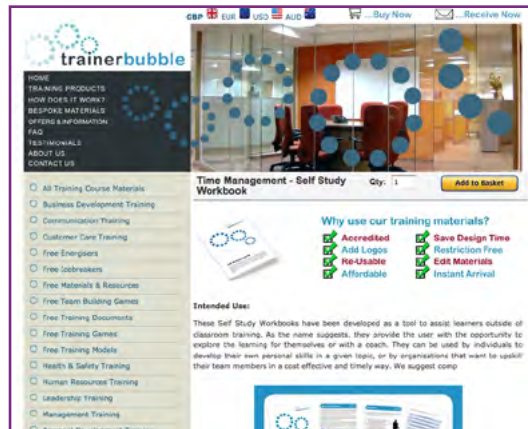
Cost: £55 (discounted for bulk purchases, contact Tribal directly)

Format: Activity workbook

http://www.network-publishing.co.uk/index.php?option=com_content&task=view&id=451&Itemid=829#coursecontent

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Time management



A self-study workbook to give learners the opportunity to gain an understanding of simple time management techniques.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

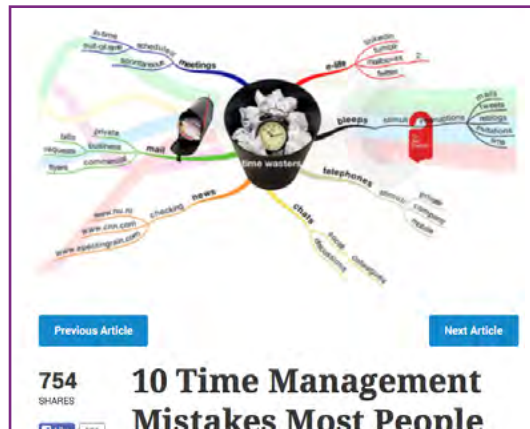
Cost: £36 – order direct from Trainer Bubble

Format: Workbook

http://www.trainerbubble.com/Products/Time_Management_Self_Study_Workbook.aspx

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10 common time management mistakes



The article includes a mind map of the main time wasters and an explanation of how each affects personal and working life.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

Cost: Free

Format: Webpage

<http://www.lifehack.org/articles/productivity/10-time-management-mistakes-most-people-fall-into.html>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

How to manage your time better



A video providing guidance on how to identify and manage time wasters.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

Cost: Free

Format: Video

<https://www.youtube.com/watch?v=VUk6LXRZMMk>

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Improving your performance



This interactive module explores ways an individual can improve their own performance in the workplace. Learners are able to test their learning through a series of web based activities.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development

Cost: Free

Format: Web based module

http://resources.hwb.wales.gov.uk/VTC/2012-13/business-studies/illumina/en/improving_performance.html

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

What is a personal development plan and why do I need one?



A short presentation on why a personal development plan is needed and how to do this using some work based examples.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 - Principles of personal performance and development
Cost: Free
Format: Video presentation

<https://www.youtube.com/watch?v=HMmnYSVOAGA>

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SMART goals



An outline of the meaning of SMART and why it is important when writing a personal development or action plan. The webpage includes hyperlinks to PDF examples of an action plan, a SMART planning activity and a template.

Supports: OCR Level 1 Certificate in Customer Service
Unit 3 – Principles of personal performance and development

Cost: Free

Format: Webpage and PDF documents

<http://library.leeds.ac.uk/tutorials/activities/employability/planning-development/>

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Business structure



The teaching resource for five business structures. The resource includes teacher notes, student hand outs and PowerPoint files with interactive games to underpin the learning.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: Web page

<http://resources.hwb.wales.gov.uk/VTC/2008-09/bus-studs/IRF08-34/index.html>

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Recycle at work case studies archive



WRAP provides information on all aspects of recycling and maintains an archive of case studies demonstrating how businesses have reduced waste and improved efficiency.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: Website

<http://www.wrap.org.uk/content/recycle-work-case-studies-archive>

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Working in a business environment



The interactive module will develop understanding of how legislation affects businesses. The main aspects of equality and diversity and security and confidentiality are explored.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

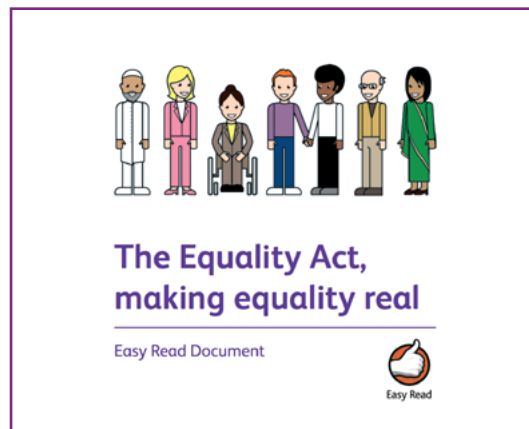
Cost: Free

Format: Web based module

http://resources.hwb.wales.gov.uk/VTC/2012-13/business-studies/illumina/en/working_business.html

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The Equality Act, making equality real



An easy read document explaining the provisions of the Equality Act 2010 and changes to protected characteristics. The document explains the legal responsibilities for the private and the public sector.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: PDF document

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85039/easy-read.pdf

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Cyber bullying – background on bullying



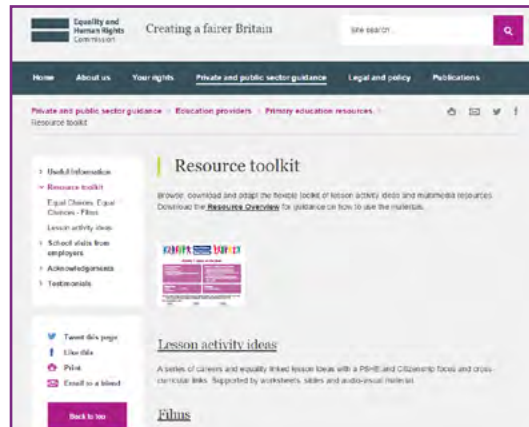
A short video on different forms of cyber bullying, showing the emotional and psychological consequences of the behaviour.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment
Cost: Free
Format: Video

<http://www.classroomvideo.co.uk/free-resources/work-and-life-skills-free-resources.html>

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Equality and Human Rights Commission – resource toolkit



A flexible toolkit for use in teaching the importance of equality and diversity in the workplace including 12 lesson plans with associated multimedia resources.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

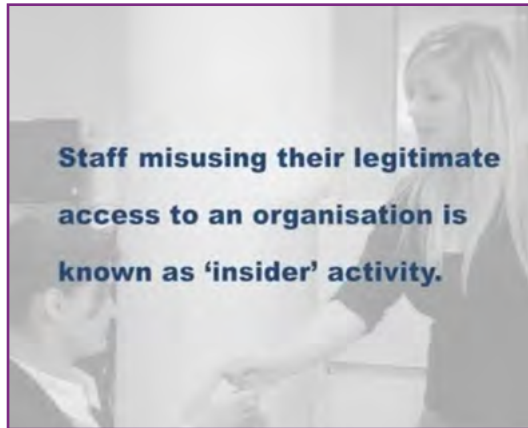
Cost: Free

Format: Website

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/education-providers/primary-education-resources/resource-toolkit>

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Personnel security – in hindsight



A resource on raising awareness of personnel security in the workplace, covering three different situations.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: Video

<https://www.youtube.com/watch?v=7h4kn46EcO4>

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Typical business organisation departments and functions



This study unit from The Open University examines the nature of organisations, specifically their objectives and structure. Organisational objectives and structure determine management functions and responsibilities within the organisation.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: Website

<http://www.open.edu/openlearn/money-management/organisations-and-management-accounting/content-section-4.1>

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Business studies - organisational structure



A short video explaining different organisational structures in business and their purposes.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment
Cost: Free
Format: Video

<http://www.youtube.com/watch?v=Chb3Mk7wVVQ>

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How to reduce waste



A short video in which an owner explains how he reduced business waste for his organic farm shop.

Supports: OCR Level 1 Certificate in Customer Service
Unit 4 - Principles of working in a business environment

Cost: Free

Format: Video

<http://www.youtube.com/watch?v=Y1N0fy3JEc>

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company/ocr](https://www.linkedin.com/company/ocr)

Contact us

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Telephone: 02476 851509

Email: vocational.qualifications@ocr.org.uk

