

Unit Title:	Work with others to improve customer service
Unit number	D8
Level:	3
Credit value:	8
Guided learning hours:	53

Unit purpose and aim

Teamwork is a key component of delivering and improving excellent customer service. The people the learner works with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders. The delivery of excellent customer service depends on their skills and those of others. It involves communicating with each other and agreeing how they can work together to give a more effective service. They all need to work together positively. The learner must also monitor their own and the team's performance and change the way they do things if that improves customer service. This unit is about how the learner develops a relationship with others to improve their customer service performance.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Improve customer service by working with others</p>	<p>The Learner can:</p> <p>1.1 Contribute constructive ideas for improving customer service</p> <p>1.2 Identify what they have to do to improve customer service and confirm this with others</p> <p>1.3 Agree with others what they have to do to improve customer service</p> <p>1.4 Co-operate with others to improve customer service</p> <p>1.5 Keep their commitments made to others</p> <p>1.6 Make others aware of anything that may affect plans to improve customer service</p>	<p>Candidates must have an understanding of:</p> <ul style="list-style-type: none"> • How to improve customer service and make suggestions to others. • How to work co-operatively with others including: <ul style="list-style-type: none"> - Confirming actions to be taken - Keep commitments made to others - Keep others informed of progress and any issues
<p>2 Monitor their own performance when improving customer service</p>	<p>2.1 Discuss with others how what they do affects customer service performance</p>	<p>Candidates must be able to:</p> <ul style="list-style-type: none"> • Identify and inform others of what affects customer service performance

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	2.2 Identify how the way they work with others contributes towards improving customer service	<ul style="list-style-type: none"> • Identify how working relationships contribute to improved customer service
3 Monitor team performance when improving customer service	3.1 Discuss with others how teamwork affects customer service performance 3.2 Work with others to collect information on team customer service performance 3.3 Identify with others how customer service teamwork could be improved 3.4 Take action with others to improve customer service performance	Candidates must be able to: <ul style="list-style-type: none"> • Monitor how team performance improves customer service including: • Communicating with others • Collecting information on performance • Identifying areas for improvement • Taking actions as a team to improve performance
4 Understand how to work with others to improve customer service	4.1 Describe who else is involved either directly or indirectly in the delivery of customer service 4.2 Describe the roles and responsibilities of others in their organisation 4.3 Describe the roles of others outside their organisation who have an impact on their services or products 4.4 Evaluate what the goals or targets of their organisation are in relation to customer service and how these are set 4.5 Evaluate how their organisation identifies improvements in customer service	Candidates must have an understanding of: <ul style="list-style-type: none"> • Who is involved in the delivery of customer service (directly/indirectly) • The roles and responsibilities of others within the organisation and outside of the organisation who have an impact on the delivery of services and/or products • The goals and targets of their organisation and how these are set • How the organisation identifies improvement in customer service delivery

Assessment

This qualification is internally assessed by centre staff and externally verified by OCR Assessors.

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for any performance evidence within this Unit.

2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. Your evidence must include examples of agreeing customer service roles and responsibilities which are:
 - a part of your own role
 - b part of other people's roles.
5. You must provide evidence that you have worked with two of these groups of people:
 - a team members or colleagues
 - b suppliers or service partners
 - c supervisors, team leaders or managers.
6. Your evidence must show that your work with others involves communication by two of these methods as expected within your job role:
 - a face to face
 - b in writing
 - c by telephone
 - d using text messages
 - e by e-mail
 - f using the internet (including social networking)
 - g using an intranet.

Guidance on assessment and evidence requirements

Please refer to the OCR Customer Service Centre Handbook available from the OCR website www.ocr.org.uk

National Occupational Standards (NOS) mapping/signposting

This unit maps fully to competences outlined in the Customer Service 2010 (Institute of Customer Service) suite of National Occupational Standards.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk