Unit Title:	**Work with others to improve customer service**
OCR unit number:	21
Sector unit number:	D.07
Level:	3
Credit value:	8
Guided learning hours:	53
Unit reference number:	D/601/1553

Unit purpose and aim

Teamwork is a key component of delivering and improving excellent customer service. The people the candidate 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 candidate 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 candidate develops a relationship with others to improve their customer service performance.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Improve customer service by working with others	1.1 contribute constructive ideas for improving customer service 1.2 identify what they have to do to improve customer service and confirm this with others 1.3 agree with others what they have to do to improve customer service 1.4 co-operate with others to improve customer service 1.5 keep their commitments made to others 1.6 make others aware of anything that may affect plans to improve customer service
2 Monitor their own performance when improving customer service	2.1 discuss with others how what they do affects customer service performance 2.2 identify how the way they work with others contributes towards improving 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

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Learning Outcomes	Assessment Criteria
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

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.

Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference CFAD8

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing		Use ICT systems	✔
Reading	✔	Analysing		Find and select information	
Writing	✔	Interpreting		Develop, present and communicate information	✔

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 .