

<b>Unit Title:</b>	<b>Develop your own customer service skills through self-study</b>
Unit number	D6
Level:	2
Credit value:	6
Guided learning hours:	40

## Unit purpose and aim

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Much of the responsibility for developing customer service knowledge and skills rests on the learner as an individual. There are numerous sources of information that can be used but which need to be located and linked with their customer service role. When located, the learning materials must be used to good effect in an organised manner. This unit is about locating and using materials to help the learner learn in the course of their work. It is the right unit for a learner who needs to take responsibility for their own self-development in relation to customer service skills.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p><b>The Learner will:</b></p> <p>1 Find ways to learn more about customer service and their job</p>	<p><b>The Learner can:</b></p> <p>1.1 Identify different sources of information and support that will help them to develop their customer service knowledge and skills</p> <p>1.2 Agree with their line manager, their mentor or others doing a similar job the best sources to use for self-development of their customer service knowledge and skills</p> <p>1.3 Take action to remind themselves to check on sources of information and support</p> <p>1.4 Search for additional sources of information to support their customer service learning</p> <p>1.5 Store materials that support self-study for future use</p>	<p>Candidates must have an understanding of:</p> <ul style="list-style-type: none"> <li>• Sources of information and support available for personal development</li> <li>• The importance of obtaining agreement from appropriate personnel for personal development</li> <li>• How to review information and support available</li> <li>• How to access additional sources of information</li> <li>• The importance of storing materials for self-study</li> <li>• How to plan self-study time</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	1.6 Plan time to study the self-study materials they have collected	
2 Use sources of self-development to extend their customer service skills and knowledge	2.1 Access organisational update information to extend their knowledge of products and services 2.2 Access organisational information to learn more about the way their role contributes to customer service 2.3 Monitor publications to identify ideas and new developments in customer service which they could apply in their work 2.4 Study collected information to develop their own customer service knowledge and skills 2.5 Take action resulting from their learning to change the way they deal with customers 2.6 Share their plans for action with their line manager, their mentor or others doing a similar job to seek those people's ideas for further options 2.7 Record actions they take to learn more about customer service and identify those which have the most positive effects	Candidates must have an understanding of: <ul style="list-style-type: none"> <li>• Where to access organisational updated information on products/services</li> <li>• How to carry out continuous professional development to include:               <ul style="list-style-type: none"> <li>- Monitoring of resources available</li> <li>- Studying information and implementing any changes</li> <li>- Review progress of development with appropriate personnel</li> <li>- How to record development activities and reflect on progress/results</li> </ul> </li> </ul>
3 Know how to develop their own customer service skills through self-study	3.1 Describe ways to locate information updating them on services and products 3.2 Identify sources of information about customer service knowledge and skills that will help them to develop 3.3 List ways to store information that they use to develop their customer service skills 3.4 Describe the importance of focus when self-studying to improve their customer service knowledge and skills	Candidates must have an understanding of: <ul style="list-style-type: none"> <li>• Where to find updated information on services/products</li> <li>• Where to find information about customer service skills/knowledge</li> <li>• How to store the information for future use</li> <li>• Why it is important to focus when carrying out self-study activities compared to other methods of study/development</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	3.5 Identify ways to convert information or ideas they have found through self-study into practical customer service actions 3.6 Identify the value of discussing their learning with their line manager, their mentor or others doing a similar job 3.7 Evaluate methods of recording actions to improve their customer service skills which have had positive effects	<ul style="list-style-type: none"> <li>• How to transfer information/ideas to practical applications</li> <li>• The importance of discussing development activities with relevant personnel</li> <li>• Different methods of recording development activities and reviewing achievement/success</li> </ul>

## Assessment

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

## Evidence requirements

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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. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. (*Guidelines for a Realistic Working Environment can be found in the OCR Customer Service Centre Handbook which can be downloaded from the OCR website: [www.ocr.org.uk](http://www.ocr.org.uk)*).
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 show that you have taken personal responsibility for identifying, locating and using learning materials with only limited guidance and support from your line manager, mentor or colleagues.
5. The information sources and learning materials referred to in your evidence may be any or all of the following:
  - a paper based
  - b on-line or other electronic media
  - c structured discussions

## Guidance on assessment and evidence requirements

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Please refer to the OCR Customer Service Centre Handbook available from the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

## National Occupational Standards (NOS) mapping/signposting

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

### Additional information

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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](http://www.ocr.org.uk)