

UNIT 226 (LEVEL 2 UNIT, 6 CREDITS)

DEVELOP YOUR OWN CUSTOMER SERVICE SKILLS THROUGH SELF-STUDY

Elements in this unit

When you have completed this unit, you will have proved that you:

- 226.1** can find ways to learn more about customer service and your job
- 226.2** can use sources of self-development to extend your customer service skills and knowledge
- 226.3** know how to develop your own customer service skills through self-study.

You should note

- 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 Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 – February 2010.)
- 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.

Assessed evidence

You need to show that you understand and are able to complete all the elements in this unit over a sufficient period of time, with different customers, on different occasions. Evidence may be gained through direct observation or products of work, recorded by your assessor and then referenced in the box below. On the next pages, these evidence references can be written in the relevant boxes of 'What you must cover', 'What you must do' and 'What you must know'.

Evidence reference	Evidence title	Assessment method

Assessment method key

O Observation **Q** Questioning **PE** Product Evidence
WT Witness Testimony **PD** Professional Discussion

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What you must cover

Evidence reference should be entered in the shaded areas below. You must cover **all** the points listed.

1 The information sources and learning materials referred to in your evidence may be any or all of the following:

a paper based

b online or other electronic media

c structured discussions.

What you must do

Evidence reference should be entered in the shaded areas below. You must do **all** the points listed.

226.1 To find ways to learn more about customer service and your job, you must:

226.1.1 identify different sources of information and support that will help you to develop your customer service knowledge and skills

226.1.2 agree with your line manager, your mentor or others doing a similar job the best sources to use for self-development of your customer service knowledge and skills

226.1.3 take action to remind yourself to check on sources of information and support

226.1.4 search for additional sources of information to support your customer service learning

226.1.5 store materials that support self-study for future use

226.1.6 plan time to study the self-study materials you have collected.

226.2 To use sources of self-development to extend your customer service skills and knowledge, you must:

226.2.1 access organisational update information to extend your knowledge of products and services

226.2.2 access organisational information to learn more about the way your role contributes to customer service

226.2.3 monitor publications to identify ideas and new developments in customer service which you could apply in your work

226.2.4 study collected information to develop your own customer service knowledge and skills

226.2.5 take action resulting from your learning to change the way you deal with customers

226.2.6 share your plans for action with your line manager, your mentor or others doing a similar job to seek those people's ideas for further options

226.2.7 record actions you take to learn more about customer service and identify those which have the most positive effects.

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What you must know

Evidence reference should be entered in the shaded areas below. You must know **all** the points listed.

226.3 To know how to develop your own customer service skills through self-study, you must be able to:

226.3.1 describe ways to locate information updating you on services and products

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226.3.2 identify sources of information about customer service knowledge and skills that will help you to develop

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226.3.3 list ways to store information that you use to develop your customer service skills

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226.3.4 describe the importance of focus when self-studying to improve your customer service knowledge and skills

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226.3.5 identify ways to convert information or ideas you have found through self-study into practical customer service actions

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226.3.6 identify the value of discussing your learning with your line manager, your mentor or others doing a similar job

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226.3.7 evaluate methods of recording actions to improve your customer service skills which have had positive effects.

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Unit sign-off

The evidence for this unit is valid, sufficient and an authentic record of the candidate's current competence and has been assessed under the requirements of the assessment strategy.

I confirm that the evidence provided is a result of my own work.

Signature of candidate	Date
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I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor	Date
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Countersignature of assessor	Date
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Signature of IV (if sampled)	Date
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Countersignature of IV	Date
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Signature of EV (if sampled)	Date
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