Assessment

**UNIT 307 (LEVEL 3 UNIT, 6 CREDITS)** 

# DELIVER CUSTOMER SERVICE USING SERVICE PARTNERSHIPS

#### Elements in this unit

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

- **307.1** can work effectively within a customer service chain
- **307.2** can build and nurture positive relationships in a customer service chain
- **307.3** understand how to deliver customer service using service partnerships.

#### 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. 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 produce 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** The service level agreement between service partners in your evidence may be formal or informal.

#### Assessed evidence

Evidence | Evidence title

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'.

reference		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 You must provide examples of working in a service partnership on occasions when:

  a the service partners are cooperative

  b the service partners are un-cooperative.
- 2 You must include evidence to show that you have worked in a service partnership with:
- a regular or long-term suppliers
- b new suppliers.
- 3 Your evidence must show that you have negotiated agreements with service partners that are of benefit to:
- a your organisation
- b your service partner.

### What you must do

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

## 307.1 To work effectively within a customer service chain, you must:

- 307.1.1 explain who is involved in the service chain that supplies your end-user customers
- 307.1.2 identify which of those involved in your service chain is internal and which is external to your organisation
- 307.1.3 explain how the way you work with individual service partners contributes to an overall service chain
- 307.1.4 use the principles and practices applied to external customers to deliver excellent customer service to internal customers
- 307.1.5 work with internal customers and internal or external suppliers in the service chain to improve service to external customers
- 307.1.6 communicate effectively with internal customers to ensure that those customers are aware of any aspects of your work that might affect them.

# 307.2 To build and nurture positive relationships in a customer service chain, you must:

- 307.2.1 create a positive relationship between internal or external suppliers and customers by establishing rapport and showing understanding of everyone's roles in the service chain
- 307.2.2 identify where power and authority exist within the service chain
- 307.2.3 negotiate with internal customers and internal or external suppliers to establish service procedures that are acceptable to all and contribute to excellent customer service
- 307.2.4 develop positive relationships with an internal customer or supplier that are reflected in a formal or informal service level agreement that makes a positive contribution to the relationship
- 307.2.5 work with colleagues to develop and maintain awareness that a team within a service chain cannot work in isolation
- 307.2.6 agree with service partners how your work will be prioritised if there is a conflict of interest between the demands of internal and external customers.

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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.

- 307.3 To understand how to deliver customer service using service partnerships, you must be able to:
- 307.3.1 describe the responsibilities and rights that can be built into an internal customer/ supplier relationship
- 307.3.2 compare the benefits and drawbacks of describing a relationship in a service chain as a supplier/customer relationship or a service partnership
- 307.3.3 explain how to establish priorities if internal customer demands conflict with external customer demands
- 307.3.4 describe how to maintain team identity whilst working constructively with other teams to deliver excellent customer service
- 307.3.5 explain how to negotiate successfully with internal customers or suppliers
- 307.3.6 evaluate the formal and informal structures of the organisation and how they can influence relationships.

### 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

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

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