Unit 211 Process information about customers

UAN:	**R/506/2134**
Level:	2
Credit value:	3
GLH:	14
Relationship to NOS:	This unit is linked to the Customers Service (2013) National Occupational Standards: • CFACSA6 Process information about customers
Assessment requirements specified by a sector or regulatory body:	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Aim:	This unit aims to develop the knowledge and skills required to process customer information. Upon completion of this unit, learners will be able to process customer information.

Learning outcome
The learner will: 1. understand how to process customer information
Assessment criteria
The learner can: 1.1 describe the **functions** of **customer information systems** 1.2 explain the way in which **legislation and regulatory requirements** affect the processing of customer information 1.3 explain different responsibilities and levels of authority for processing customer service information 1.4 explain the **reliability** of sources of customer information 1.5 explain the **validity** of customer information.

Assessment guidance
Functions: eg • retain customer information • manage information • engage/make contact with customers • create reports. **Customer information systems:** • bespoke systems • customer relationship management system (CRM) • management information system **Legislation and regulatory requirements:** • Data Protection Act • Principles of Data Protection Act • Equality Act • internal policies and procedures **Reliability:** • up to date • checked and confirmed • accurate **Validity:** Checking information is authentic/genuine **Evidence may be supplied by:** • professional discussion • questioning • reflective accounts

Learning outcome
The learner will: 2. be able to process customer information
Assessment criteria
The learner can: 2.1 record information about customers in line with **organisational standards and procedures** 2.2 keep customer information up to date 2.3 respond to requests for customer information from **authorised people** in a timely manner 2.4 retrieve customer information that meets the requirements of the request 2.5 supply customer information in a format appropriate for the recipient 2.6 adhere **to organisational policies and procedures, legal and ethical requirements** when processing customer information.

Assessment guidance

Organisational standards and procedures:

They will be different according to the organisation and will relate to the information to be retained, how it will be collected and used.

Authorised people:

Those within the organisation who have authority to access and/or use the data.

Organisational policies and procedures which relate to:

- roles and responsibilities showing limits of authority
- handling of data, including collection and usage
- data protection and confidentiality policy

Legal requirements eg

- Data Protection Act
- Equality Act

Ethical requirements

- organisational principles
- values
- fairness

Evidence may be supplied by:

- observation
- witness testimony
- customer records*
- professional discussion
- questioning
- reflective account
- customer records/database*
- organisational policies and procedures, legislative requirements and organisational ethical policies. **

Note: this unit is about processing information about customers.

Here the candidate will require to be observed processing information about customers over time. Witness testimonies can be added if necessary.

*Internal/organisational documentation need not be held in the candidate's portfolio but held in the workplace with reference made to where it can be found and its relevance to the criteria.

** While the candidate can provide a copy of the organisational policies and of the organisational ethical policy/requirements (or refer to them), this on its own is not sufficient. The candidate will require to demonstrate their application and be able to discuss them, showing understanding of how they are applied. This also applies to legal requirements.