Unit 215 Resolve customer service problems

UAN:	A/506/2158
Level:	2
Credit value:	5
GLH:	22
Relationship to NOS:	This unit is linked to the Customers Service (2013) National Occupational Standards: • CFACSC3 Resolve customer service problems
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to resolve customer service problems. Upon completion of this unit, learners will be able to resolve customer service complaints and manage unresolved customer service problems.

Learning outcome
The learner will:
1. understand the resolution of customer service problems
Assessment criteria
The learner can:
1.1 describe an organisation's customer service and complaints procedures
1.2 describe techniques to identify customer service problems and their causes
1.3 describe **techniques** to deal with situations where customers become agitated or angry
1.4 explain the limits of their own authority for resolving customers' problems and making promises
1.5 explain the purpose of encouraging customers to provide feedback
1.6 describe methods used to encourage customers to provide feedback.

Assessment guidance
Techniques: • remain calm • listen • talk clearly and confidently • remain in control • let them speak without interruption when they are angry • ask questions and speak slowly and with concern in tone when they are confused • alter communication to suit the customer • ask for assistance from others where necessary • if an angry customer try to move them from other customers but do not allow yourself to be alone with them and out of sight of colleagues **Evidence may be supplied by:** • professional discussion • questioning • reflective account • legal and ethical requirements and organisational policies and procedures*

Learning outcome
The learner will: 2. be able to resolve customer service problems
Assessment criteria
The learner can: 2.1 identify the nature and cause of customer service problems 2.2 identify **workable options** for resolving problems within organisational guidelines 2.3 use the most appropriate method of communication for dealing with customers 2.4 agree with customers the option that best meets their needs and those of the organisation 2.5 keep customers informed of progress 2.6 fulfil promises made to customers during the **resolution process** 2.7 share customer feedback with others to improve the resolution of customer service problems 2.8 Adhere to **organisational policies and procedures, legal and ethical requirements** when resolving customer service problems.

Assessment guidance
Workable options: are options that balance the needs of the customer and the organisation.

Resolution process:
is the process carried out to solve the customer service problem which may require some form of negotiation and compromise.

Organisational policies and procedures which relate to:
- roles and responsibilities showing limits of authority
- service offer
- handling of customer issues

Legal requirements:
eg
- Sale of Goods Act (Sale and Supply of Goods to Consumers Regulations)
- Trade Descriptions Act
- Data Protection Act
- Equality Act

Ethical requirements:
eg
- organisational principles
- values
- fairness

Evidence may be supplied by:
- observation
- witness testimony
- customer records*
- professional discussion
- questioning
- reflective account
- service offer*
- documentation*
- legal and ethical requirements and organisational policies and procedures*

Learning outcome
The learner will:
3. be able to manage unresolved customer service problems
Assessment criteria
The learner can:
3.1 explain to customers the reasons why problems cannot be resolved
3.2 refer customers to other **sources of help** if their problems cannot be resolved.

Assessment guidance

Sources of help:
- internal – colleagues, management
- external – experts, specialists

Evidence may be supplied by:
- observation
- witness testimony
- customer records*
- professional discussion
- questioning
- reflective account
- service offer*
- documentation*
- legal and ethical requirements and organisational policies and procedures*

* 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.

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.