

## Unit 222

## Provide post-transaction customer service

<b>UAN:</b>	<b>K/506/2978</b>
<b>Level:</b>	2
<b>Credit value:</b>	5
<b>GLH:</b>	22
<b>Assessment requirements specified by a sector or regulatory body:</b>	This unit is endorsed by Skills CFA Assessment Strategy Competence units (S/NVQ)
<b>Aim:</b>	This unit aims to develop the knowledge and skills required to provide post-transaction customer service. Upon completion of this unit, learners will be able to provide post-transaction customer service.

<b>Learning outcome</b>
The learner will: 1. understand post-transaction customer service
<b>Assessment criteria</b>
The learner can: 1.1 explain organisational policies and procedures for post-transaction customer service 1.2 explain the purposes and <b>range of post transaction activities</b> 1.3 explain the implications of sales contracts, guarantees and warranties to post transaction customer service 1.4 explain how <b>legislation and regulation</b> affect customers' rights 1.5 explain the advantages and disadvantages of post-transaction customer service programmes.

<b>Assessment guidance</b>
<b>Range of post-transaction activities:</b> eg <ul style="list-style-type: none"><li>• warranties</li><li>• guarantees</li><li>• help desks</li><li>• follow up calls</li></ul>

### Legislation and regulation:

eg

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

### Learning outcome

The learner will:

2. be able to provide post-transaction customer service

### Assessment criteria

The learner can:

- 2.1 Implement a programme of **planned post-transaction interventions** in line with organisational guidelines
- 2.2 use **unplanned opportunities post transaction** to provide customer service
- 2.3 identify reasons for contacting customers post-transaction
- 2.4 confirm customers' levels of satisfaction post-transaction
- 2.5 make recommendations to decision makers to enhance customer satisfaction
- 2.6 present a professional and helpful image.

### Assessment guidance

#### Planned post –transaction interventions:

eg

- warranties
- guarantees
- help desks.

#### Unplanned opportunities:

eg

- help desks
- follow up calls
- customer calls for assistance

Note: this unit is about providing post-transaction customer service. It is not about delivering customer service in normal situations but is about after purchase or after service usage. The candidate will require to be observed providing post-transaction customer service with at **least three** customers over time. Witness testimonies can be added if necessary.