Unit 310 Use service partnerships to deliver customer service

UAN:	**D/506/2167**
Level:	3
Credit value:	3
GLH:	20
Relationship to NOS:	Customers Service (2013) National Occupational Standards: • CFACSA16 Build a customer service knowledge base
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 use service partnerships in the delivery of customer service. Upon completion of this unit, learners will be able to utilise this knowledge when delivering customer service within a customer service partnership.

Learning outcome
The learner will: 1. understand the use of a service partnership in customer service delivery
Assessment criteria
The learner can: 1.1 explain the **roles and responsibilities** of the partners involved in a **service chain** 1.2 explain the advantages and limitations of using a **service partnership** 1.3 explain the use and value of formal and informal **service level agreements.**

Assessment guidance/evidence
The **roles and responsibilities** will vary according to the organisation. The **service chain** covers those involved from the forecasting of demand all the way through the delivery of the service to post service delivery.

A **service partnership** is when organisations or departments work together to offer service delivery.

Service level agreements are agreements where the actual service to be provided is detailed. It is the agreement between the organisation providing the service and the customer and will vary accordingly.

Evidence may be supplied by:

- professional discussion
- reflective account
- report on the use of service partnerships to deliver customer service
- questioning

Learning outcome
The learner will: 2. understand ways of building relationships within a customer service partnership
Assessment criteria
The learner can: 2.1 describe effective communication methods for dealing with **service partners** 2.2 explain how to develop positive relationships with **service partners** 2.3 describe **negotiating techniques** for dealing with service partners 2.4 describe **actions** that can be taken to resolve any conflict of interest with service partners

Assessment guidance
Service partners are those working together in the delivery of customer service. **Negotiating techniques:** • know what has to be achieved • prepare for any discussion • ask for what is needed • be confident • share information • offer and expect commitment • listen • be ready for compromise • close with confirmation **Actions:** Be open and transparent and disclose the risk. This can then be assessed. The situation can be managed to find a solution be it withdrawing from the partnership, withdrawing from the situation causing the conflict or having it agreed in writing that it can be managed.

Evidence may be supplied by:

- professional discussion
- reflective account
- report on the use of service partnerships to deliver customer service
- questioning
- organisational policies and procedures*

Learning outcome
The learner will: 3. be able to deliver customer service within a customer service partnership
Assessment criteria
The learner can: 3.1 identify the **levels of authority** that exist within a service partnership 3.2 keep service partnership colleagues up to date with progress, developments and issues that might affect the quality of delivery 3.3 establish **service procedures** that are acceptable to all members of a service partnership 3.4 agree with **service partners** priorities and resolutions relating to conflicts of interest 3.5 identify **areas for improvement** from the analysis of a range of sources of information.

Assessment guidance

Levels of authority:

These can vary. One person's level of authority may be that they are allowed to order goods or services to a certain amount beyond which they must ask for authorisation. At certain levels, decisions may be able to be made on behalf of the partnership but these will have been detailed in the agreement.

Service procedures:

The explicit details on what may or may not be done or offered.

These could be:

- details of what constitutes conflict of interest
- that all parties should be open and transparent and disclose the risk
- any risk will be assessed
- that any situation will be assessed to see if it can be managed
- where possible a solution found and agreed
- the point at which withdrawal from the partnership will be necessary
- withdrawing from the situation causing the conflict
- having it agreed in writing that it can be managed

Service partners:

are those working together in the delivery of customer service.

Areas for improvement:
Note: these need not be put in place only identified.

Evidence may be supplied by:

- observation
- witness testimony
- professional discussion
- reflective account
- report on the use of service partnerships to deliver customer service
- questioning
- organisational policies and procedures*
- service partnership agreement*
- knowledge base information*
- updates
- analysis of customer feedback – internal and/or external.

Note: here the candidate may prefer to produce a report that outlines how they worked their way through the unit. This report will require to be backed by additional evidence that provides confirmation that they worked with and used over time service partnerships to deliver customer service (including witness testimonies).

*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.