

Unit CU792 Follow the Rules to Deliver Customer Service

Aims

This unit requires the learner to understand and follow all the rules that apply to customer service delivered by their organisation and how they apply to the learner and their job

Credit value 4

Level 2

Learning outcomes	Assessment criteria
The learner will:	The learner can:
1 Follow their organisation's customer service practices and procedures	1.1 Follow organisational practices and procedures that relate to their customer service work 1.2 Recognise the limits of what they are allowed to do when delivering customer service 1.3 Refer to somebody in authority when they need to 1.4 Work in a way that protects the security of customers and their property 1.5 Work in a way that protects the security of information about customers
2 Know how to follow the rules to deliver customer service	2.1 Describe organisational practices and procedures that relate to their customer service work 2.2 Identify the limits of what they are allowed to do when delivering customer service 2.3 Explain when and how they should refer to somebody in authority about the rules for delivering customer service 2.4 Explain how they protect the security of customers and their property 2.5 Explain how they protect the security of information about customers 2.6 Describe their health and safety responsibilities as they relate to their customer service work

	<ul style="list-style-type: none">2.7 Explain their responsibilities to deliver customer service treating customers equally2.8 Explain why it is important to respect customer and organisation confidentiality2.9 List the main things they must do and not do in their job under legislation that affects their customer service work2.10 List the main things that they must do and not do in their job under external regulations that affect their customer service work
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Evidence Requirements

1. Wherever possible your evidence should be based on a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence based on a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this unit. (*Guidelines for a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1,2,3 and 4 – February 2010*)
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 provide 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 ‘organisation’ from which you draw your evidence must be the organisation you work for or the organisation in which you have realistic work experience. The ‘organisation’ may be the whole of the organisation or the business unit, division or department with which you are involved.
5. You must provide evidence of following the rules to deliver customer service:
 - a. during routine delivery of customer service
 - b. during a busy time in your job
 - c. during a quiet time in your job
 - d. when people, systems or resources have let you down