

<p>3. Undertake development activities and obtain feedback on their customer service performance</p>	<p>3.1 Complete development activities identified in their customer service personal development plan</p> <p>3.2 Use their day to day experiences with their customers and their own experiences as a customer to develop their customer service performance</p> <p>3.3 Obtain feedback from an appropriate person about their customer service performance</p> <p>3.4 Review and update their customer service personal development plan</p>
<p>4. Understand how to develop their personal performance through delivering customer service</p>	<p>4.1 Describe their organisation's systems and procedures for developing personal performance in customer service</p> <p>4.2 Explain how their behaviour has an effect on the behaviour of others</p> <p>4.3 Explain how effective learning depends on a process of planning, doing and reviewing</p> <p>4.4 Describe how to review effectively their personal strengths and development needs</p> <p>4.5 Describe how to put together a personal development plan that will build on their strengths and overcome their weaknesses in areas that are important to customer service</p> <p>4.6 Explain how to access sources of information and support for their learning</p> <p>4.7 Explain how to obtain useful and constructive personal feedback from others</p> <p>4.8 Describe how to respond positively to personal feedback</p>

Evidence Requirements

1. Your evidence should be collected when carrying out 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 collected in 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. An 'appropriate person' must be one or more of the following
 - your manager
 - your supervisor or team leader
 - a colleague detailed to help you learn
 - your assessor
 - your mentor
 - someone from your training or personnel department.
5. You must provide evidence that you have developed your personal development plan taking account of:
 - a information about the knowledge and skills relevant to your customer service role
 - b your own learning style preferences
 - c your workload
 - d opportunities for learning on the job.
6. Your personal development plan must be put on record and agreed with an appropriate person.