

	<p>2.5 Take action resulting from their learning to change the way they deal with customers</p> <p>2.6 Share their plans for action with their line manager, their mentor or others doing a similar job to seek those people's ideas for further options</p> <p>2.7 Record actions they take to learn more about customer service and identify those which have the most positive effects</p>
<p>3. Know how to develop their own customer service skills through self-study</p>	<p>3.1 Describe ways to locate information updating them on services and products in their information</p> <p>3.2 Identify sources of information about customer service knowledge and skills that will help them to develop</p> <p>3.3 List ways to store information that they use to develop their customer service skills</p> <p>3.4 Describe the importance of focus when self-studying to improve their customer service knowledge and skills</p> <p>3.5 Identify ways to convert information or ideas they have found through self-study into practical customer service actions</p> <p>3.6 Identify the value of discussing their learning with their line manager, their mentor or others doing a similar job</p> <p>3.7 Evaluate methods of recording actions to improve their customer service skills which have had positive effects</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. Your evidence must show that you have taken personal responsibility for identifying, locating and using learning materials with only limited guidance and support from your line manager, mentor or colleagues.
5. The information sources and learning materials referred to in your evidence may be any or all of the following:
 - a paper based
 - b on-line or other electronic media
 - c structured discussions.