

Customer Service

QCF Units of Assessment

Final NVQ Units

April 2010

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Title	Assist in handling mail	
Skills CFA Unit No.	Q108	
WBA Unit No.	L/601/2455	
Level	1	
Credit Value	2	
GLH	10	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know how to receive, distribute and collect mail or packages to meet organisational procedures	1.1 Describe the purpose of receiving, distributing and collecting mail or packages within agreed timescales 1.2 State organisational procedures for receiving, distributing and collecting mail or packages 1.3 State the names, roles and locations of individuals and teams to whom mail is distributed	
2. Know how to identify and refer problems	2.1 State the problems that may occur with mail and packages 2.2 State when to refer problems	
3. Be able to assist with receiving, distributing and collecting mail or packages	3.1 Assist with: a) receiving and checking mail or packages b) sorting incoming mail or packages c) identifying and referring unwanted junk mail or damaged items d) identifying and referring suspicious items e) distributing mail f) collecting and sorting outgoing mail 3.2 Refer any problems to the appropriate colleague, if appropriate	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about assisting with

	receiving, distributing or collecting internal and external mail or packages.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	10

Title	Handle mail
Skills CFA Unit No.	Q210
WBA Unit No.	T/601/2479
Level	2
Credit Value	3
GLH	17
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand security procedures when handling mail or packages	1.1 Explain the purpose of security procedures for handling mail or packages 1.2 Give examples of security procedures for handling mail in organisation(s)
2. Understand the range of available internal and external mail services	2.1. Explain the purpose of distributing and dispatching mail to the correct recipient within agreed timescales 2.2 State the organisational structure and names, roles and locations of individuals and teams 2.3 Give examples of internal and external mail services available to organisations 2.4 Give reasons for selecting internal and external mail services 2.5 Describe the methods of calculating postage charges for mail or packages 2.6 Describe the types of problems that may occur with incoming and outgoing mail and how to deal with these
3. Be able to receive, distribute and collect internal mail or packages	3.1 Receive, check and sort incoming mail or packages 3.2 Identify and deal with unwanted junk mail or damaged items 3.3 Identify and deal with suspicious items 3.4 Distribute incoming mail or packages

	3.5 Collect, sort and prioritise outgoing mail or packages
4. Be able to follow procedures for despatching mail or packages	4.1 Identify best options for despatching mail 4.2 Agree a cost for despatching mail or packages 4.3 Arrange services to collect outgoing mail or packages, if required 4.4 Identify and prepare items for urgent or special delivery, where necessary 4.5 Calculate correct postage charges for outgoing mail or packages 4.6 Record postage costs 4.7 Despatch outgoing mail or packages to agreed timescale
5. Be able to resolve, report or refer problems that may occur in handling mail or packages	5.1 Identify where a problem may exist with incoming and outgoing mail or packages 5.2 Resolve, report or refer problems with incoming and outgoing mail or packages

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about handling internal and external mail and packages within the service requirements of an organisation.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or	Skills CFA

other appropriate body (if required)	
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	17

Title	Meet and welcome visitors
Skills CFA Unit No.	Q256
WBA Unit No.	Y/601/2457
Level	2
Credit Value	3
GLH	23
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand procedures for meeting and welcoming visitors	1.1. Describe different reasons for people visiting a business, their requirements and how their needs may be met 1.2 Explain the purpose of dealing with visitors promptly and courteously 1.3 Explain the purpose of presenting a positive image of self and the organisation 1.4 Explain the purpose of following health, safety and security procedures when dealing with visitors, including own responsibilities 1.5 Describe different types of problems that may occur with visitors including, conflict and aggression 1.6 Describe ways of dealing with different problems and when to refer them to an appropriate colleague 1.7 Explain the purpose of communicating with visitors 1.8 Describe organisation structures and communication channels within the organisation
2. Be able to meet and welcome visitors	2.1 Greet visitor(s) and make them feel welcome 2.2 Identify visitors and the reason for their visit 2.3 Use the organisation's systems to receive and record visitors, as appropriate 2.4 Make sure visitors' needs are

	<p>met</p> <p>2.5 Present positive image of self and the organisation</p> <p>2.6 Follow health, safety and security procedures, as required</p> <p>2.7 Inform others of visitors' arrival, as required, in line with appropriate communication channels</p> <p>2.8 Deal with any problems that may occur, or refer problems to the appropriate person</p> <p>2.9 Follow procedures for departing visitors, as required</p>
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Additional Information about the unit	
Unit purpose and aim(s)	This unit covers the procedures to follow and hospitality to offer when meeting and welcoming visitors to business premises.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010

Unit guided learning hours	13
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Title	Provide reception services
Skills CFA Unit No.	Q211
WBA Unit No.	K/601/2480
Level	2
Credit Value	3
GLH	15
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand the purpose of reception services in a business environment	1.1 Explain the purpose of the receptionist role as the first point of contact between the public / client and an organisation 1.2 Explain the purpose of presenting a positive image of self and the organisation 1.3 Explain how to present a positive image of self and the organisation
2. Understand the procedures to be followed when providing reception services	2.1 Describe the structure and lines of communication in an organisation 2.2 Explain how the structure in an organisation affects lines of communication 2.3 Explain the purpose of entry, departure, security and confidentiality procedures, including own responsibilities 2.4 Explain how to carry out entry, departure, security and confidentiality procedures in a reception area 2.5 Explain the purpose of health and safety procedures when providing a reception service, including own responsibilities 2.6 Explain how to carry out health and safety procedures in a reception area 2.7 Describe the emergency procedures and your role within them 2.8 Describe the types of problems

	<p>that may occur with visitors including, conflict and aggression</p> <p>2.9 Explain ways of dealing with problems and when to refer them to an appropriate colleague</p>
3. Understand ways of improving reception services and developing own role	<p>3.1 Explain the purpose of suggesting ideas for improving a reception area</p> <p>3.2 Explain the purpose of carrying out additional duties, if applicable, and give examples</p>
4. Provide a reception service	<p>4.1 Present a positive image of self and the organisation</p> <p>4.2 Provide individuals with requested information and other useful information, within guidelines on confidentiality</p> <p>4.3 Follow entry and exit security procedures, if required</p> <p>4.4 Follow relevant health and safety procedures</p> <p>4.5 Deal with problems that may occur, if necessary</p> <p>4.6 Refer problems, as required</p> <p>4.7 Make sure a reception area gives a positive image of the organisation</p> <p>4.8 Make suggestions for improving a reception area, as required</p> <p>4.9 Follow organisational procedures in the event of an accident or emergency, as required</p> <p>4.10 Look for and complete additional task(s) during quiet periods, as required</p>

Additional Information about the unit

Unit purpose and aim(s)	This unit is about providing a reception service in a business environment, acting as the first point of contact between a
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	business, its clients and the public.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	15

Title	Deliver, monitor and evaluate customer service to external customers	
Skills CFA Unit No.	Q329	
WBA Unit No.	F/601/2551	
Level	3	
Credit Value	3	
GLH	12	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand the meaning of external customers	1.1 Describe what is meant by external customers	
2. Know the types of products and services relevant to external customers	2.1. Describe the products and services offered by the organisation to external customers	
3. Understand how to deliver customer service that meets or exceeds external customer expectations	3.1 Explain the purpose and value of identifying customer needs and expectations 3.2 Explain why customer service must meet or exceed customer expectations 3.3 Explain the value of meeting or exceeding customer expectations 3.4 Explain the purpose and value of building positive working relationships	
4. Understand the purpose of quality standards and timescales for customer service to external customers	4.1 Identify quality standards for own organisation and work 4.2 Explain the value of agreeing quality standards and timescales 4.3 Explain how to set and meet quality standards and timescales with external customers	
5. Understand how to deal with customer service problems for external customers	5.1 Describe the types of problems that external customers may have 5.2 Explain the consequences of not meeting external customer needs and expectations 5.3 Explain ways of dealing with	

	<p>external customer services problems</p> <p>5.4 Explain the purpose and value of a complaints procedure</p>
<p>6. Understand how to monitor and evaluate external customer service and the benefits of this</p>	<p>6.1 Explain the purpose and benefits of monitoring external customer satisfaction and how to do so</p> <p>6.2 Describe techniques for collecting and evaluating external customer feedback</p> <p>6.3 Explain the benefits of continuous improvement</p>
<p>7. Be able to build positive working relationships with external customers</p>	<p>7.1 Identify external customers</p> <p>7.2 Confirm external customer needs in terms of products and services</p> <p>7.3 Confirm external customer needs in terms of quality standards and timescales</p> <p>7.4 Agree procedures to be followed if external customer needs are not met</p>
<p>8. Be able to deliver external customer services to agreed quality standards and timescales</p>	<p>8.1 Provide external customer service(s) to agreed quality standards</p> <p>8.2 Provide external customer service(s) to agreed timescales</p> <p>8.3 Check external customer needs and expectations have been met</p>
<p>9. Be able to deal with customer service problems and complaints for external customers</p>	<p>9.1 Follow procedures, within agreed timescale, to</p> <ul style="list-style-type: none"> a) process problems and complaints b) resolve problems and complaints c) refer problems and complaints, where necessary
<p>10. Be able to monitor and evaluate services to external customers</p>	<p>10.1 Obtain and record external customer feedback</p> <p>10.2 Analyse and evaluate external customer feedback</p> <p>10.3 Take actions that will lead to improvement in service(s) to external customers</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about providing and continuously improving customer services to external customers.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	12

Title	Deliver, monitor and evaluate customer service to internal customers	
Skills CFA Unit No.	Q328	
WBA Unit No.	A/601/2550	
Level	3	
Credit Value	3	
GLH	12	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand the meaning of internal customer	1.1 Describe what is meant by internal customers	
2. Know the types of products and services relevant to internal customers	2.1 Describe the products and services offered by own organisation to internal customers	
3. Understand how to deliver customer service that meets or exceeds internal customer expectations	3.1 Explain the purpose and value of identifying internal customer needs and expectations 3.2 Explain why customer service must meet or exceed internal customer expectations 3.3 Explain the value of meeting or exceeding internal customer expectations 3.4 Explain the purpose and value of building positive working relationships	
4. Understand the purpose of quality standards and timescales for delivering customer service	4.1 Identify quality standards for own organisation and work 4.2 Explain the value of agreeing quality standards and timescales 4.3 Explain how to set and meet quality standards and timescales with internal customers	
5. Understand how to deal with internal customer service problems	5.1 Describe the types of problems that internal customers may have 5.2 Explain ways of dealing with problems 5.3 Explain the purpose and value of a complaints procedure, if	

	applicable
6. Understand how to monitor and evaluate internal customer service and the benefits of this	<p>6.1 Explain the purpose and benefits of monitoring internal customer satisfaction and how to do so</p> <p>6.2 Describe techniques for collecting and evaluating customer feedback</p> <p>6.3 Explain the benefits of continuous improvement</p>
7. Be able to build positive working relationships with internal customers	<p>7.1 Identify internal customers</p> <p>7.2 Confirm internal customer needs in terms of products and services</p> <p>7.3 Confirm internal customer needs in terms of quality standards and timescales</p> <p>7.4 Agree procedures to be followed if internal customer needs are not met</p>
8. Be able to deliver customer services to agreed quality standards and timescales	<p>8.1 Provide customer service(s) to agreed quality standards</p> <p>8.2 Provide customer service(s) to agreed timescales</p> <p>8.3 Check internal customer needs and expectations have been met</p>
9. Be able to deal with internal customer service problems and complaints	<p>9.1 Follow procedures, within agreed timescale, to</p> <ul style="list-style-type: none"> a) process problems and complaints b) resolve problems and complaints c) refer problems and complaints, where necessary
10. Be able to monitor and evaluate customer services to internal customers	<p>10.1 Obtain and record internal customer feedback</p> <p>10.2 Analyse and evaluate internal customer feedback</p> <p>10.3 Take action that will lead to improvement in customer service(s) to internal customers</p>

Additional Information about the unit

Unit purpose and aim(s)	This unit is about providing and continuously improving services to internal customers.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	12