



Deal with customer queries, requests and problems

VRQ

Learner name:

UBU7

Learner number:

A/506/2113





VTCT

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VTCT is a registered charity investing in education and skills but also giving to good causes in the area of facial disfigurement.

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)

All assessors using this Record of Assessment book must complete this table. This is required for verification purposes.

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Deal with customer queries, requests and problems

UBU7

The aim of this unit is to develop the knowledge and understanding on how to deal with customers' queries, requests and problems. You will learn how to identify the customers' needs or problems and be able to action them or refer the problem to the relevant person.

Level

1

Credit value

3

GLH

11

Observation(s)

2

External Paper(s)

0



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Learning outcomes

On completion of this unit you will:

1. Be able to deal with customers' queries and requests
2. Be able to deal with customers' problems
3. Know how to deal with customer queries, requests and problems

Evidence requirements

1. Environment

Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).

2. Simulation

Simulation is allowed in this unit.

3. Observation outcomes

Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. Knowledge outcomes

There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

5. Tutor/Assessor guidance

Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.

6. External paper

There is no external paper requirement for this unit.

Achieving observations

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

Customer Service (2013) National Occupational Standards:

- CFACSC1 Recognise and deal with customer queries, requests and problems

Learning outcome 1

Be able to deal with customers' queries and requests

You can:

- a. Deal with queries and requests in a professional way
- b. Provide customers with responses to their queries within the limits of own authority
- c. Obtain information or help when queries or requests cannot be answered
- d. Keep customers informed of progress

*May be assessed by supplementary evidence.

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Learning outcome 2

Be able to deal with customers' problems

You can:

- a. Identify the nature of customers' problems
- b. Communicate with customers calmly and confidently
- c. Resolve problems within the limits of own authority
- d. Brief colleagues when referring problems
- e. Check that customers are satisfied with the actions taken
- f. Adhere to organisational policies and procedures, legal and ethical requirements when dealing with customers' problems

*May be assessed by supplementary evidence.

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.



Learning outcome 3

Know how to deal with customer queries, requests and problems

You can:	Portfolio reference
a. List queries and requests that customers are likely to have	
b. Describe how to identify customers' queries, requests and problems	
c. Describe how to behave and communicate with customers who are dissatisfied	
d. Describe the kinds of behaviour and communication that could make a situation worse	
e. Describe when, why and from whom to obtain information or help	
f. State to whom and when problems should be referred	

Notes

Use this area for notes and diagrams





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