



Develop resources to support consistency of customer service delivery

VRQ

Learner name:

UBU58

Learner number:

Y/506/2166





VTCT

VTCT is a UK Government-approved awarding organisation which has awarded world class qualifications since 1962. Through our strategic approach to sectors we support, we aim to advance education, research and the public dissemination of knowledge, by helping to introduce new initiatives into the education system, to improve the employability and career prospects of learners.

More than 1000 approved centres now work with VTCT, and the ever-expanding list extends across the UK, Ireland, and internationally. We acquired the internationally recognised awarding organisation and examination board iTEC in 2016, adding to our footprint. We also acquired education technology specialists Digital Assess in the same year, adding value for training providers with technology that can digitally capture and assess learners online, amongst other innovations.

iTEC was founded by Dr W.E. Arnould-Taylor who in 1947 was a distinguished physiologist who became a Fellow of the Royal Society of Medicine. Both Dr Arnould-Taylor and Wallace Sharps the founder of VTCT, devoted their lives to developing the standing of the industry and the furtherance of education in the sector. Today iTEC has a close working relationship with over 650 centres worldwide including Europe, South Africa, Asia Pacific and the USA.

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

Statement of unit achievement

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.

This statement of unit achievement table must be completed prior to claiming certification.

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

Assessor tracking table

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

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Develop resources to support consistency of customer service delivery

UBU58

The aim of this unit is to develop your knowledge, understanding and skills to develop the resources to support the customer service delivery within your organisation. You will learn how to promote the contents of the knowledge base and ensure that it is kept up-to-date. You will also learn how to identify frequently asked questions from customers and update the resources as necessary.

Level

3

Credit value

5

GLH

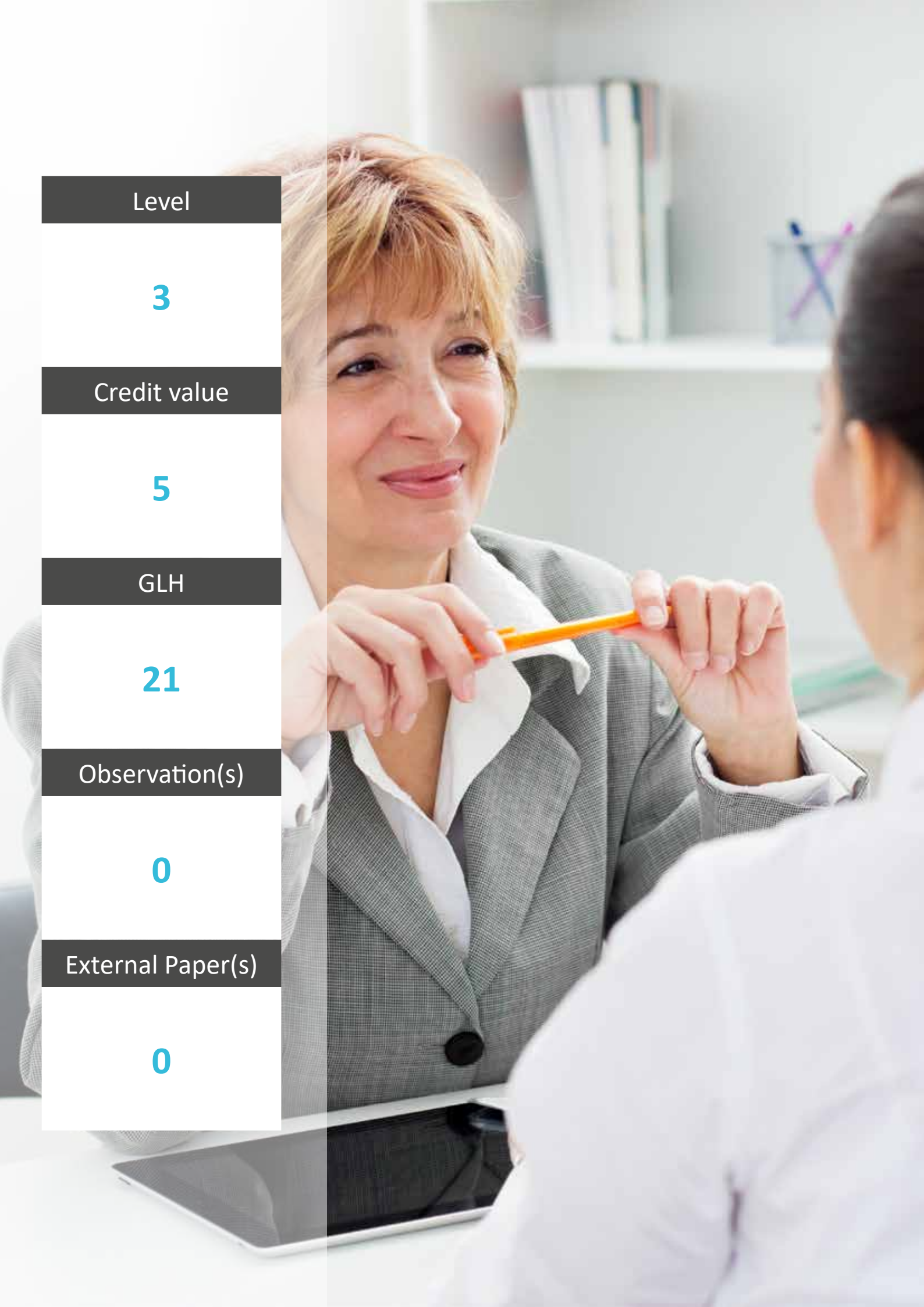
21

Observation(s)

0

External Paper(s)

0



Learning outcomes

On completion of this unit you will:

1. Understand how knowledge resources are used to support customer service delivery
2. Be able to create and maintain a customer service knowledge base
3. Be able to develop customer service resource materials

Evidence requirements

1. 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.

2. 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.

3. External paper

There is no external paper requirement for this unit.

Developing knowledge

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.

Relationship to National Occupational Standards

Customer Service (2013) National Occupational Standards:

- CFACSA16 Build a customer service knowledge base

*This is not an exhaustive list.

Learning outcome 1

Understand how knowledge resources are used to support customer service delivery

You can:	Portfolio reference
a. Explain the structure of a customer service knowledge base	
b. Explain the uses of a customer service knowledge base	
c. Explain the use of customers' frequently asked questions to support customer service delivery	
d. Explain the input and update routines for adding to the knowledge base	
e. Explain the content requirements of resource materials and how they should be expressed	

Learning outcome 2

Be able to create and maintain a customer service knowledge base

You can:	Portfolio reference
a. Identify the information that should be included in a customer service knowledge base	
b. Confirm that a knowledge base is kept up-to-date	
c. Promote the contents and use of a knowledge base	

Learning outcome 3

Be able to develop customer service resource materials

You can:	Portfolio reference
a. Describe the types of questions frequently asked by customers	
b. Identify the types of resources needed to support customer service delivery from an analysis of customer needs	
c. Identify who will use the resources and in what way	
d. Develop resources that meet organisational requirements	
e. Communicate the availability and nature of the resources to those who will use them	

Notes

Use this area for notes and diagrams



Notes

Use this area for notes and diagrams





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