

Use service partnerships to deliver customer service

VRQ

Learner name:

UBU59

Learner number:

D/506/2167





VTCT

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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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Use service partnerships to deliver customer service

UBU59

The aim of this unit is to develop your knowledge and understanding on how to use other service partnerships to deliver customer service. You will learn how to develop positive relationships and effective communication with your service partners.

Level
3
Credit value
3
GLH
20
Observation(s)
0
External Paper(s)
0



Learning outcomes

On completion of this unit you will:

1. Understand the use of a service partnership in customer service delivery
2. Understand ways of building relationships within a customer service partnership
3. Be able to deliver customer service within a customer service partnership

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:

- CFACSB9 Deliver customer service using service partnerships

*This is not an exhaustive list.

Learning outcome 1

Understand the use of a service partnership in customer service delivery

You can:	Portfolio reference
a. Explain the roles and responsibilities of the partners involved in a service chain	
b. Explain the advantages and limitations of using a service partnership	
c. Explain the use and value of formal and informal service level agreements	

Learning outcome 2

Understand ways of building relationships within a customer service partnership

You can:	Portfolio reference
a. Describe effective communication methods for dealing with service partners	
b. Explain how to develop positive relationships with service partners	
c. Describe negotiating techniques for dealing with service partners	
d. Describe actions that can be taken to resolve any conflict of interest with service partners	

Learning outcome 3

Be able to deliver customer service within a customer service partnership

You can:	Portfolio reference
a. Identify the levels of authority that exist within a service partnership	
b. Keep service partnership colleagues up-to-date with progress, developments and issues that might affect the quality of delivery	
c. Establish service procedures that are acceptable to all members of a service partnership	
d. Agree with service partners priorities and resolutions relating to conflicts of interest	
e. Identify areas for improvement from the analysis of a range of sources of information	

Notes

Use this area for notes and diagrams



Notes

Use this area for notes and diagrams





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