# UBU18

## Meeting customers' after sales needs

The aim of this unit is to develop your knowledge, understanding and skills to establish and meet customers' after sale needs. You will learn how to fulfil and record commitments made to customers and obtain their feedback on the service that you have provided.

Level

**2**

Credit value

**3**

GLH

**14**

Observation(s)

**2**

External paper(s)

**0**



# Meeting customers' after sales needs

## Learning outcomes

On completion of this unit you will:

1. Be able to investigate customers' after sales needs
2. Be able to handle customers' after sales needs
3. Be able to review the after sales process

## Evidence requirements

1. *Environment*
   Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
   Simulation is not 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. *Tutor/Assessor guidance*
   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 '**Qualification Specification**'. This can be found on www.vtctskills.org.uk.
5. *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.

## Relationship to National Occupational Standards

Council for Administration Sales National Occupational Standards:

- SLS85 Meet your customer's after sales service needs



# Observations

Learning outcome 1

## Be able to investigate customers' after sales needs

You can:

a. Establish the nature of customers' after sales needs

b. Communicate with customers in a way that conforms with quality and customer service standards at all times

**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 handle customers' after sales needs

You can:

a. Deal with customers' after sales needs following organisational customer service standards and procedures

b. Balance customers' needs with those of the organisation*

c. Explain when to refer to someone in authority if the problem cannot be resolved within the limits of own authority*

d. Fulfil commitments made to customers in accordance with quality and customer service standards*

e. Record commitments made to customers

**May be assessed by supplementary evidence.*

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



Learning outcome 3

## Be able to review the after sales process

You can:

a. Obtain customers' comments on service reliability from customers*

b. Analyse and report the findings to the relevant person in the organisation*

c. Make recommendations for improvements to after sales service provision in the light of customer feedback*

**May be assessed by supplementary evidence.*

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

# Notes

Use this area for notes and diagrams

