

Unit Title: Monitor and Solve Customer Service Problems	
Level:	Three
Credit Value:	6
GLH:	40
OCNLR Unit Code:	PA1/3/LQ/061
Ofqual Unit Reference Number:	L/508/3936

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Solve immediate customer service problems.	1.1. Respond positively to customer service problems following organisational guidelines. 1.2. Solve customer service problems when they have sufficient authority. 1.3. Work with others to solve customer service problems. 1.4. Keep customers informed of the actions being taken. 1.5. Check with customers that they are comfortable with the actions being taken. 1.6. Solve problems with service systems and procedures that might affect customers before customers become aware of them. 1.7. Inform managers and colleagues of the steps taken to solve specific problems.
2. Identify repeated customer service problems and options for solving them.	2.1. Identify repeated customer service problems. 2.2. Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option. 2.3. Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation.

<p>3. Take action to avoid the repetition of customer service problems.</p>	<p>3.1. Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.</p> <p>3.2. Action their agreed solution.</p> <p>3.3. Keep customers informed in a positive and clear manner of steps being taken to solve any service problems.</p> <p>3.4. Monitor the changes they have made and adjust them if appropriate.</p>
<p>4. Understand how to monitor and solve customer service problems.</p>	<p>4.1. Describe organisational procedures and systems for dealing with customer service problems.</p> <p>4.2. Describe the organisational procedures and systems for identifying repeated customer service problems.</p> <p>4.3. Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer, and improved working relationships with service partners or internal customers.</p> <p>4.4. Explain how to negotiate with and reassure customers while their problems are being solved.</p>

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	