OCR
Oxford Cambridge and RSA

Unit Title:	**Record details of customer service problems**
OCR unit number:	6
Level:	1
Credit value:	3
Guided learning hours:	14
Unit reference number:	A/506/2094

Unit aim and purpose

This unit aims to develop the knowledge and skills required to accurately process and record the details of customer service problems. Upon completion of this unit, learners will be able to gather and record details from customers who raise problems, and refer details of customers' problems to colleagues.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to process details of customers' **problems**	**The Learner can:** 1.1 Describe how to recognise when customers are raising **problems** 1.2 State why **reference codes** are used to identify customers and specific transactions 1.3 Describe **different types of questions** to ask when processing details of customers' problems 1.4 Describe how to behave and communicate with customers who are dissatisfied 1.5 Describe when, why and to whom to refer customers' problems	**Problems** in customer service happen when the customer service does not meet customer expectations **Reference codes** are an organisation's unique identifiers for customers **Questions** can include both open and closed questions
2 Be able to gather and record details from customers who raise problems	2.1 Respond to customers calmly and professionally 2.2 Take **details** that will identify individual customers 2.3 Identify the nature and likely causes of problems 2.4 Check their own understanding of what customers see as a problem 2.5 Record details of customers' problems	**Details** should include name, address, contact number

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Learning Outcomes	Assessment Criteria	Additional Guidance
	2.6 Adhere to **organisational policies and procedures, legal and ethical requirements** when dealing with problems	Where possible, adherence to **organisational standards, policies and procedures** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* **legal requirements** affect their activites
3 Be able to refer details of customers' problems to colleagues	3.1 Refer customers' problems to the **appropriate people** 3.2 Explain to customers what is happening, without making promises	**Appropriate people** may include: • Supervisor • Management • Head office

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ).

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Customer Service (2013) National Occupational Standards:	CFACSC2	• Take details of customer service problems

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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