

Unit Title:	Follow organisational rules, legislation and external regulations when managing customer service
OCR unit number	F06
Level:	4
Credit value:	10
Guided learning hours:	65
Unit expiry date:	31/12/2014

Unit purpose and aim

This unit is about management responsibilities in a role that is directly related to customer service generally involving actions and a set of knowledge and understanding of legislation and regulation that impact on the management function and the way it is fulfilled. It is about observing the law and rules and what the individual needs to know and understand in order to manage customer service processes effectively.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1. Follow their organisation's rules and culture related to customer service</p>	<p>The Learner can:</p> <p>1.1 contribute to the development of customer service in their organisation within the organisation's rules and culture</p> <p>1.2 act within their own authority to promote customer service in their organisation</p> <p>1.3. use appropriate sources of information about organisational rules, policies and procedures that relate to customer service</p> <p>1.4 deal with customer service problems and complaints within organisational rules</p>	<p>Candidates should have an understanding of:</p> <p>The policies, procedures and practices of their organisation relating to the delivery of services or products to customers.</p> <p>The policies and procedures of their organisation relating to the development of customer service policies, culture and ethics.</p> <p>Their organisation's policies and procedures relating to the handling of customer service problems and complaints.</p> <p>How their own role in the organisation complements these policies, procedures and practices, involvement in complaint and problem handling and the limits of their</p>

		authority.
2. Follow legislation and external regulation when managing customer service	<p>2.1 manage customer service activities following legislation and external regulation</p> <p>2.2 assess the risks resulting from non-compliance with legislation and external regulation when supervising the delivery of customer service</p> <p>2.3. contribute to development of customer service policies and strategy that comply with legislation and external regulation</p>	<p>Candidates should have an understanding of:</p> <p>Legislation and external regulation relevant to business generally and specifically, customer service policies, procedures and delivery eg, Data Protection, Disability Discrimination, Equal Opportunities, Consumer Protection, and how it may affect implementation and development of customer service delivery.</p> <p>Their organisation's procedures for assessing risks relating to non-compliance with legislation and external regulation.</p> <p>How they can contribute to the development of customer service policies and strategies within their organisation.</p>
3. understand the rules to follow when managing customer service	<p>3.1 explain the steps that managers can take to encourage development of a customer service culture in their organisation</p> <p>3.2 describe the importance of influencing skills for the development of customer service in their organisation</p> <p>3.3 identify the opportunities provided and constraints placed on customer service delivery by the policies and procedures of their organisation</p> <p>3.4 describe the structure of authority in their organisation relating to customer service management</p> <p>3.5 explain the limits of their own authority and who else in the organisation needs to be involved if</p>	<p>Candidates should have an understanding of:</p> <p>The policies, procedures and practices of their organisation relating to the delivery of services or products to customers.</p> <p>The policies and procedures of their organisation relating to the development of customer service policies, culture and ethics.</p> <p>Candidates must be able to explain:</p> <p>How they can source information on about their organisation's customer service policies and procedures.</p>

	<p>they cannot authorise customer service management actions alone</p> <p>3.6 explain how they should involve service partners in customer service management actions</p> <p>3.7 identify the sources of information about organisational rules, policies and procedures that relate to customer service</p> <p>3.8 explain their organisation's definition of a complaint and their responsibility in connection with complaints</p> <p>3.9 explain the structure of legislation and external regulation that impacts on the customer service of their organisation</p> <p>3.10 explain the importance of the regulatory authority of different legal and regulatory bodies for their organisation</p> <p>3.11 explain the risks for their organisation presented by non-compliance with different legal and regulatory bodies</p> <p>3.12 describe the level of knowledge and understanding needed by people in their organisation involved in customer service delivery regarding relevant legislation and external regulation</p> <p>3.13 explain the importance of taking full account of legal and regulatory requirements when planning customer service developments</p> <p>3.14 describe the relationship between customer service strategy and compliance</p>	<p>How managers in their organisation can encourage development of a customer service culture, specific skills, who else in the organisation is involved in this process and the limits of their own authority.</p> <p>What opportunities and constraints are placed on customer service delivery by their organisation's policies and procedures.</p> <p>How service partners can be involved in customer service management actions.</p> <p>Their organisation's policies and procedures relating to the handling of customer service problems and complaints, definition of a complaint and their own responsibilities in complaint handling.</p> <p>Legislation relevant to business generally and specifically, customer service policies, procedures and delivery eg, Data Protection, Disability Discrimination, Equal Opportunities, Consumer Protection, how it may affect implementation and development of customer service delivery in their organisation.</p> <p>The level of knowledge required of customer service legislation and regulation by their organisation's personnel and, particularly, their own team members.</p> <p>Which legal and regulatory bodies have an impact on their organisation's customer service delivery and procedures for assessing risks relating to non-compliance with</p>
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		legislation and external regulation.
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Assessment

Specified in the Customer Service Assessment Strategy 2010

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for any evidence within this Unit.
2. You may collect the evidence for the Unit through work in a private sector organisation, a not - for - profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time for your assessor to be confident that you are competent.
4. The 'organisation' from which you draw your evidence must be the organisation you work for. The 'organisation' may be the whole of the organisation or the business unit, division or department with which you are involved.

Guidance on assessment and evidence requirements

Please refer to the OCR Customer Service Centre Handbook available from the OCR website: www.ocr.org.uk

National Occupational Standards (NOS) mapping/signposting

This unit maps fully to competences outlined in the Customer Service 2010 (Institute of Customer Service) suite of National Occupational Standards.

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