

Unit Title:	Deliver customer service on your customer's premises
Unit number	B3
Level:	2
Credit value:	5
Guided learning hours:	33

Unit purpose and aim

Many organisations deliver a service to their customers on the customer's own premises. This requires sensitive handling as people are particularly protective about their own personal space. In this situation there is always the potential to detract from excellent customer service by using inappropriate language or behaviour or even by causing accidental damage to customer's property. This unit is about the process of providing a service on customer premises whilst ensuring that the customer both enjoys the customer service experience and has confidence that the work carried out has been completed successfully. This unit is not simply about working in a different building. The learner's customer must be somebody who feels real ownership of the premises and is therefore somewhat protective about them. In particular, this unit is for the learner whose job takes them into their customers' homes.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Establish a rapport with their customer</p>	<p>The Learner can:</p> <p>1.1 Prepare for a visit to customer premises and ensure the customer knows when and why they will be there</p> <p>1.2 Identify themselves to their customer showing official identification whenever possible</p> <p>1.3 Show a positive and friendly approach to the service they are about to give</p> <p>1.4 Use language and behaviour that show respect for their customer</p> <p>1.5 Explain to their customer exactly what they are going to do and approximately how long they expect the work to take</p>	<p>The Candidates must have an understanding of:</p> <ul style="list-style-type: none"> • The requirements for visiting a customer's premises including: <ul style="list-style-type: none"> - Planning in advance - Resources required - Communication with customer prior to arrival - Identifying themselves on arrival - Attitude - Language and behaviour - On-going communication on progress - How to consult on further work not originally identified and/or agreed with the customer

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	<p>1.6 Listen to any concerns that their customer may have and reassure them</p> <p>1.7 Keep their customer informed of progress and about any cause for delay that might take place</p> <p>1.8 Keep their customer informed of any variation to the work that could involve additional time or cost</p> <p>1.9 Consult their customer when they have to do work that the customer had not expected</p>	
<p>2 Combine customer service with their other skills and expertise</p>	<p>2.1 Show respect to customer's premises and possessions by treating them with care</p> <p>2.2 Make sure their customer is aware of their specialist technical skills</p> <p>2.3 Take time to give their customer confidence in their knowledge and skills</p> <p>2.4 Consider the customer service implications of each action and inform their customer of what will be involved</p> <p>2.5 Inform their customer when they have finished and reinforce how the work has been handled professionally</p> <p>2.6 Check that their customer is satisfied with the work and listen carefully to any feedback</p> <p>2.7 Inform their customer of timescales if any follow up work is involved</p> <p>2.8 Ensure that timescales for follow up work are kept</p> <p>2.9 Keep their customer informed if timescales for follow up work are not going to be met</p> <p>2.10 Explain clearly to their customer why they cannot do work that is not specified in the service offer</p>	<p>Candidates must have an understanding of:</p> <ul style="list-style-type: none"> • How to conduct themselves in a professional manner including: <ul style="list-style-type: none"> - Respect and care whilst on the premises - Confirming appropriateness of skills - The importance of their actions - The importance of ongoing communication to keep the customer up-to-date, explain what is happening, identify timescales, identify further issues - The importance of confirming that the work is complete and that it meets the appropriate standard - The importance of keeping the customer informed when further follow up work is required and anticipated timescales - Why it is important to meet these timescales if there is going to be a delay - The limits within their responsibility for work to be carried out under the service offer and who the customer needs to refer to

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	2.11 Ensure that their customer has the appropriate details to contact their organisation if the customer needs to	
3 Know how to deliver customer service on the customer's premises	3.1 Describe what they can do to establish a rapport with the customers 3.2 Explain the importance of sensitivity to people's feelings about their own premises and possessions 3.3 Explain the regulatory and legal restrictions on what they can and cannot do in all aspects of their work 3.4 Explain the insurance implications of working on their customer's premises 3.5 Describe the organisational procedures they would take if they cause any accidental damage on their customer's premises	The candidates must have an understanding of: <ul style="list-style-type: none"> • How to establish a rapport with customers • How to deal with customers in a sensitive manner • Regulatory and legal restrictions associated with their work • Insurance requirements for working on a customer's premises • The procedures to follow as the result of accidental damage on a customer's premises

Assessment

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

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. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. (*Guidelines for a Realistic Working Environment can be found in the OCR Customer Service Centre Handbook which can be downloaded from the OCR website: www.ocr.org.uk*).
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 with different customers on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence that you deliver excellent customer service:
 - a during routine delivery of customer service
 - b during a busy time in your job
 - c during a quiet time in your job
 - d when people, systems or resources have let you down

5. You must provide evidence that you deliver excellent customer service during:
 - a planned visits to your customer's premises
 - b visits to your customer's premises made at short notice
6. You must provide evidence that you deliver excellent customer service:
 - a when your work goes to plan
 - b when your work does not go to plan
7. You must provide evidence that you deliver excellent customer service:
 - a with your customer present
 - b when your customer is not present

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