Unit Title:	**Deliver, monitor and evaluate customer service to internal customers**
OCR unit number	34
Sector unit number:	BAC121
Level:	3
Credit value:	3
Guided learning hours:	12
Unit reference number:	A/601/2550

Unit purpose and aim

This unit is about providing and continuously improving services to internal customers.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1. Understand the meaning of internal customer	**The Learner can:** 1.1 Describe what is meant by internal customers	
2. Know the types of products and services relevant to internal customers	2.1 Describe the products and services offered by own organisation to internal customers	
3. Understand how to deliver customer service that meets or exceeds internal customer expectations	3.1 Explain the purpose and value of identifying internal customer needs and expectations 3.2 Explain why customer service must meet or exceed internal customer expectations 3.3 Explain the value of meeting or exceeding internal customer expectations 3.4 Explain the purpose and value of building positive working relationships	
4. Understand the purpose of quality standards and timescales for delivering customer service	4.1 Identify quality standards for own organisation and work 4.2 Explain the value of agreeing quality standards and timescales	

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Learning Outcomes	Assessment Criteria	Teaching Content
	4.3 Explain how to set and meet quality standards and timescales with internal customers	
5. Understand how to deal with internal customer service problems	5.1 Describe the types of problems that internal customers may have 5.2 Explain ways of dealing with problems 5.3 Explain the purpose and value of a complaints procedure, if applicable	
6. Understand how to monitor and evaluate internal customer service and the benefits of this	6.1 Explain the purpose and benefits of monitoring internal customer satisfaction and how to do so 6.2 Describe techniques for collecting and evaluating customer feedback 6.3 Explain the benefits of continuous improvement	
7. Be able to build positive working relationships with internal customers	7.1 Identify internal customers 7.2 Confirm internal customer needs in terms of products and services 7.3 Confirm internal customer needs in terms of quality standards and timescales 7.4 Agree procedures to be followed if internal customer needs are not met	
8. Be able to deliver customer services to agreed quality standards and timescales	8.1 Provide customer service(s) to agreed quality standards 8.2 Provide customer service(s) to agreed timescales 8.3 Check internal customer needs and expectations have been met	
9. Be able to deal with internal customer service problems and complaints	9.1 Follow procedures, within agreed timescale, to a) process problems and complaints b) resolve problems and complaints c) refer problems and complaints, where necessary	

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Learning Outcomes	Assessment Criteria	Teaching Content
10. Be able to monitor and evaluate customer services to internal customers	10.1 Obtain and record internal customer feedback 10.2 Analyse and evaluate internal customer feedback 10.3 Take action that will lead to improvement in customer service(s) to internal customers	

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units.

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- annotated procedures relating to customer service
- records of complaints
- internal customer complaints logs
- records of communications with customers/colleagues
- communications relating to complaints/problems referred to others
- written notes in response to complaints dealt with
- monitoring records
- internal customer feedback logs/surveys
- suggestions
- minutes of 1 to 1 meetings
- evaluation of provision of customer service to internal customers
- evaluation reports
- development plans

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Guidance on assessment and evidence requirements

Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

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

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

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.

Occupational Standards	**Unit Number**	**Title**
Business & Administration	BAC121	Deliver, monitor and evaluate customer service to internal customers

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

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Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc. might be of help, but you are not expected to reproduce other people's written work.

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.