Unit Title:	**Resolve customer service problems**
OCR unit number:	24
Level:	2
Credit value:	5
Guided learning hours:	22
Unit reference number:	A/506/2158

Unit aim and purpose

This unit aims to develop the knowledge and skills required to resolve customer service problems. Upon completion of this unit, learners will be able to resolve customer service problems and manage unresolved customer service problems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will:	**The Learner can:**	
1 Understand the resolution of customer service problems	1.1 Describe an organisation's customer service and complaints procedures	
	1.2 **Describe techniques to identify customer service problems** and their causes	**Techniques to identify customer service problems** may include: • Types of questioning used • Communicating with both customers and colleagues • Active listening
	1.3 Describe **techniques** to deal with situations where customers become agitated or angry	**Techniques** may relate to learners own communication style, body language, active listening or referral and involvement of others
	1.4 Explain the limits of their own authority for resolving customers' problems and making promises	
	1.5 Explain the purpose of encouraging customers to provide feedback	
	1.6 Describe methods used to encourage customers to provide feedback	
2 Be able to resolve customer service problems	2.1 Identify the nature and cause of customer service problems	
	2.2 Identify workable options for resolving problems	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	within organisational guidelines 2.3 Use the most appropriate method of communication for dealing with customers 2.4 Agree with customers the option that best meets their needs and those of the organisation 2.5 Keep customers informed of progress 2.6 Fulfil promises made to customers during the resolution process 2.7 Share customer feedback with **others** to improve the resolution of customer service problems 2.8 Adhere to **organisational policies and procedures, legal and ethical requirements** when resolving customer service problems	**Others** may include colleagues, supervisors, managers 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 activities
3 Be able to manage unresolved customer service problems	3.1 Explain to customers the reasons why problems cannot be resolved 3.2 Refer customers to **other sources of help** if their problems cannot be resolved	**Other sources of help** may be: • Internal to the organisation eg a manager • External to the organisation eg Citizens Advice Bureau

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.

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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:	CFACSC3	• Resolve 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 .