

CFACSF6 (SQA Unit Code – FE3F 04)

Follow organisational rules, external regulations and legislation when managing customer service



Overview

This Standard is part of the Customer Service Theme of Customer Service Foundations. The Theme covers the language and concepts of Customer Service as well as the organisational context and the external environment in which you work. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customer

Management responsibilities in a role that is directly related to customer service generally involve actions and a set of knowledge and understanding of legislation and regulation that impact on the management function and the way you fulfil it. Regulation of customer service may originate from within an organisation through policies and procedures or may originate from external regulators. Some legislation applies directly to the relationship between service providers and customers. This Standard is about observing the law and rules and what you must know and understand in order to manage customer service processes effectively.

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Performance criteria

Follow your organisation's rules and culture related to customer service

You must be able to:

- P1 contribute to the development of customer service in your organisation within the organisation's rules and culture
- P2 act within your own authority to promote customer service in your organisation
- P3 use appropriate sources of information about organisational rules, policies and procedures that relate to customer service
- P4 deal with customer service problems and complaints within organisational rules

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You must be able to:

- P5 manage customer service activities following external regulations and legislation
- P6 assess the risks resulting from non-compliance with external regulations and legislation when supervising the delivery of customer service
- P7 contribute to development of customer service policies and procedures that comply with external regulations and legislation

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Knowledge and understanding

You need to know and understand:

- K1 the steps that managers can take to encourage development of a customer service culture in your organisation
- K2 the importance of influencing skills for the development of customer service in your organisation
- K3 the opportunities provided and constraints placed on customer service delivery by the policies and procedures of your organisation
- K4 the structure of authority in your organisation relating to customer service management
- K5 the limits of your own authority and who else in the organisation needs to be involved if you cannot authorise customer service management actions alone
- K6 how you should involve service partners in customer service management actions
- K7 the sources of information about organisational rules, policies and procedures that relate to customer service
- K8 your organisation's definition of a complaint and your responsibility in connection with complaints
- K9 the structure of legislation and external regulation that impacts on the customer service of your organisation
- K10 the importance of the regulatory authority of different legal and regulatory bodies for your organisation
- K11 the risks for your organisation presented by non-compliance with different legal and regulatory bodies
- K12 the level of knowledge and understanding needed by people in your organisation involved in customer service delivery regarding relevant legislation and external regulation
- K13 the importance of taking full account of legal and regulatory requirements when planning customer service developments
- K14 the relationship between customer service policy and compliance

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SQA Evidence Requirements to Support this Unit

This Unit is designed to assess the skills and knowledge of candidates in the workplace. Candidate evidence should be generated under workplace conditions (**either paid or voluntary**) and evidence must be generated with different customers on different occasions over a sufficient period of time.

Observation should be the primary and preferred source of evidence of competent performance wherever possible. Observation of candidate performance will be supported by other methods of assessment which may include:

- ◆ witness testimony
- ◆ questioning
- ◆ candidate statement
- ◆ professional discussion
- ◆ product and photographic evidence,
- ◆ relevant active documentation, reports, presentations and
- ◆ other valid evidence which relates directly to learner performance under workplace conditions

A combination of performance and knowledge evidence is required to enable the assessor to confirm that the learner is competent.

Simulation should only be used in exceptional circumstances and it should only be for small parts of the Unit. Simulated assessments **must** be undertaken in a realistic working environment (RWE). A RWE is 'an environment which replicates the key characteristics in which the skill to be assessed is normally employed'. The RWE must provide conditions that are the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in the Assessment Strategy for Customer Service SVQs at link: <http://www.sqa.org.uk/sqa/16732.html>

SQA's Guide to Assessment is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. The Guide to Assessment can be downloaded free from SQA's website www.sqa.org.uk

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