

Unit	Customer Care for IT and Telecoms Professionals 2	
SSC Code	CC2	
SQA Code	H39M 04	
SCQF Level	6	
SCQF Credit Value	10	
Unit summary		
<b>Learning Outcomes</b> The learner will:	<b>Assessment Criteria</b>	
1. Understand the importance of customer care for IT and Telecoms Professionals	<p>1.1 Describe the types of internal and external customers with whom IT and Telecoms Professionals interact</p> <p>1.2 Describe the type of products and services that IT and Telecoms Professionals provide to internal and external customers</p> <p>1.3 Explain what customer care involves for an IT and Telecoms Professional</p> <p>1.4 Explain how different communication options can be used to meet the needs of customers</p> <p>1.5 Describe a range of written and verbal communication techniques</p>	
2. Develop professional customer relationships	<p>2.1 Describe organisational requirements and procedures for customer care</p> <p>2.2 Communicate effectively with customers verbally, in writing and electronically</p> <p>2.3 Develop professional relationships over time with regular customers</p> <p>2.4 Support customers to identify products and services that would suit their needs</p> <p>2.5 Maintain documentation and records of customer interaction for review and service improvement</p>	
3. Contribute to improving the delivery of service	<p>3.1 Explain what the implications of customer satisfaction are for:</p> <ul style="list-style-type: none"> <li>• customer retention;</li> <li>• working relationships;</li> <li>• costs;</li> <li>• sales of products or services</li> </ul>	

	<p>3.2 Describe methods for measuring customer satisfaction levels</p> <p>3.3 Gather specified customer satisfaction information</p> <p>3.4 Report on customer satisfaction information</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>Outcomes 2 &amp; 3 must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p>
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a></p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK