

Unit	Customer Care for IT & Telecoms Professionals 3	
SSC Code	CC3	
SQA Code	H39N 04	
SCQF Level	8	
SCQF Credit Value	12	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Evaluate the importance of customer care for IT and Telecoms Professionals	1.1 Describe the types of internal and external customers with whom IT and Telecoms Professionals interact 1.2 Compare and contrast the type of products and services that IT and Telecoms Professionals provide to customers 1.3 Explain what customer care involves for an IT and Telecoms Professional 1.4 Explain how different communication options can be used to meet the needs of customers 1.5 Describe a range of written and verbal communication techniques	
2. Develop professional customer relationships	2.1 Explain organisational requirements and procedures for customer care 2.2 Communicate effectively with customers verbally, in writing and electronically 2.3 Develop and maintain professional relationships over time with customers 2.4 Advise customers on products and services that would suit their needs 2.5 Ensure that documentation and records of customer interaction are maintained and can contribute to service improvement	
3. Improve the delivery of service	3.1 Evaluate the implications of customer satisfaction on the organisation. 3.2 Evaluate methods for measuring customer satisfaction levels 3.3 Analyse and report on customer satisfaction	

	information with recommendations for improving satisfaction levels
Additional information about the unit	
Guidance on approaches to assessment	<i>This unit must be assessed in the workplace.</i> Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK