



Unit title	Address and Resolve Customers' Water Distribution Related Enquiries
SQA code	HC3T 04
SCQF level	5
SCQF credit points	10
SSC ref	DC02

History of changes

Publication date: March 2016

Version: 01

Version number	Date	Description	Authorised by

© Scottish Qualifications Authority 2016

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Title	Address and Resolve Customers' Water Distribution Related Enquiries	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
<p>1 Determine the details of the enquiry.</p>	<p>1.1 Respond to customer queries and complaints in a way that meets organisational requirements for customer contact.</p> <p>1.2 Treat the customer in a courteous and helpful manner and deal tactfully with specific enquiries.</p> <p>1.3 Identify, understand and acknowledge the customer's perception of the cause of the enquiry.</p> <p>1.4 Gather sufficient relevant information about the cause of the enquiry.</p> <p>1.5 Summarise and confirm their understanding of the cause of the enquiry.</p> <p>1.6 Provide the relevant person with the appropriate details where the enquiry is outside their responsibility, and inform the customer accordingly.</p>	
<p>2 Provide information and advice to customers.</p>	<p>2.1 Provide accurate information about legal obligations and organisational policies in response to specific enquiries.</p> <p>2.2 Confirm that the customer understands the information provided to them.</p> <p>2.3 Confirm that the customer understands what actions are required next and who will take those actions.</p> <p>2.4 Respond to questions in a tactful manner and provide appropriate advice in accordance with organisational procedures.</p> <p>2.5 Refer appropriate details about specific enquiries to the relevant person where they cannot provide the information required, and inform the customer accordingly.</p> <p>2.6 Record relevant information according to organisational requirements.</p>	

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>3 Agree a course of action to resolve customer concerns and enquiries.</p>	<p>3.1 Confirm their understanding and the details of the enquiry with the customer.</p> <p>3.2 Seek advice as required from appropriate sources to determine an effective response to the enquiry.</p> <p>3.3 Identify and confirm organisational procedures which provide an effective solution to the enquiry.</p> <p>3.4 Agree a suitable course of action with the customer to meet legal and organisational responsibilities and requirements and the timescales within which the follow on actions will be taken.</p> <p>3.5 Refer the matter as required if the customer refuses to accept the defined course of action, and advise them of the referral.</p> <p>3.6 Meet organisational requirements in their dealings with the customer.</p> <p>3.7 Record relevant information according to organisational requirements.</p> <p>3.8 Inform the relevant person in accordance with organisational procedures if they identify that the agreed course of action has not been carried out.</p> <p>3.9 Confirm with the customer what next steps will be taken to resolve the issue when agreed actions have been carried out but did not resolve the issue.</p>

Additional information about the Unit
Unit purpose and aim(s)
<p>This Unit is designed to allow learners involved in dealing with customers to show their competence in resolving problems, queries, enquiries and questions that customers have regarding any aspect of the water supply and service. They will deal with different types of customers, including those with special needs. The Unit requires learners to apply their knowledge of the water industry, water supply and customer service to discuss queries with customers and agree actions to resolve them, in line with customer needs, organisational requirements and the current legislative background.</p>
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
EUSDC02 — Address and resolve customers' utility-related enquiries
Details of the relationship between the Unit and other standards or curricula (if appropriate)
N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)
<p>Some terms, used in the Assessment Criteria, cover a range of situations, as follows:</p> <p>1 Customers include:</p> <ul style="list-style-type: none"> (a) those with additional needs (b) difficult customers (c) customers with cultural expectations (this could include entry procedures to places of worship and appropriate times of entry, eg an awareness of potential Sabbath days, when visits may not be appropriate). <p>2 Enquiries are about:</p> <ul style="list-style-type: none"> (a) problems (b) complaints (c) general enquiries on services provided by the company (d) advice on water regulations (e) reports for insurance purposes (in case of water damage/seepage) (f) network performance (including water quality, water flow rates, water supply, water pressure) (g) service standards (h) leakage on customer's premises (Customer Side Leakage policy) (i) seepage of water into customer premises (j) costs (k) supply location and ownership (l) metering (m) property damage (n) employee behaviour (o) new and replacement supplies (p) lead replacement policy.

**Assessment requirements specified by a sector or regulatory body (if appropriate)
(cont)**

3 Appropriate sources of advice and information include:

- (a) colleagues and supervisors
- (b) company IT system
- (c) records
- (d) previous reports
- (e) external sources
- (f) regulatory and legislative requirements
- (g) company specific policies and procedures.

Assessment (evidence) Requirements

Workplace evidence

All of the evidence used for this Unit must come from the learner's real work activities, both in their own 'reporting base' and working on the water distribution network. Simulated activities and/or assessment in a realistic working environment may not be used to assess this Unit.

Knowledge and Understanding

The Knowledge and Understanding requirements for this Unit must be covered in full. The learner may demonstrate considerable knowledge through their workplace performance and during observed assessments, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met. The centre may use oral and/or written questioning to cover the knowledge requirements.

Guidance on Instruments of Assessment

The evidence for this Unit is likely to be generated through a mixture of observation reports, assessor-guided discussions and questioning, and workplace records, reports or documentation.