



Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Verifier Report

2008

Subject: Customer Service

Sector Panel or SSC: The Institute of Customer Service

Date: 10th August 2008

The purpose of this report is to provide feedback to centres on verification which has taken place within Higher National and Scottish Vocational Qualifications in this subject.

HIGHER NATIONAL UNITS

FEEDBACK TO CENTRES

Insert details relating to specific guidance which should be offered to centres based on the verification of centres.

Include:

- *General comments*
- *Areas of good practice*
- *Areas for further development*

General comments:

This session 1 Verification visit was made for HN. The unit verified was DOFD 33 Working with Call Centre Customers

The center was well organized and the External verifier was happy with the teaching pack and the assessment and internal verification were good.

Advice on good practice and areas for further development:

Good practice:

- **The centre maintains close links with industry, which generates opportunities for the students in the arrangement of work placement and job interviews**
- **All materials are well presented**
- **A well-organized visit.**

The centre had stopped delivering the award for a couple of years but has started again and has maintained a very high standard.

HIGHER NATIONAL GRADED UNITS

TITLES/LEVELS OF HN GRADED UNITS VERIFIED

Insert details below

There are no Graded units within the Customer Service Verification Group

FEEDBACK TO CENTRES

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Include:

- *General comment*
- *Areas of good practice*
- *Areas for further development*

General comments:

Advice on good practice and areas for further development:

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS VERIFIED

Insert details below

Customer Service level 2 - G5NH 22

Customer Service level 2 - G89X 22

Customer Service level 3 - G5NJ 23

Customer Service level 3 - G89W 23

Customer Service level 4 - G8NN 24

FEEDBACK TO CENTRES

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Include:

- *General comments*
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General comments:

This session, the team carried out 30 EV and 3 development visits. The visits were generally successful except one, which resulted in a hold. The reports are positive and all highlight good practice.

The new award is now embedded and the centres are comfortable with the standards. Only a few examples of the old award were seen this session.

While the qualification is highly rated by assessors and candidates alike, due to outside factors, we saw a continued downward trend in the candidate numbers; however the quality of work across centres is being maintained at a high level.

Visits have been well organized and centres have provided all documentation relating to assessment, internal verification and CPD.

An increasing number of centres are using electronic portfolios and recording methods such as digital voice recorders and digital photography.

Advice on good practice and areas for further development:

Good practice:

The good practice seen extends across most of the centres visited and includes:

- **An increasing number of electronic portfolios.**
- **An increasing use of digital voice recording.**
- **A continued expansion in the types of evidence being presented, such as appraisals and performance records.**
- **Visits are generally well organized with everything needed being available for the EV.**
- **Many assessors are now describing and signposting items of evidence in portfolios and leaving the actual evidence in workplace systems.**

- Most centres are using holistic assessment, this means that better use is being made of the evidence.
- Candidates are well supported throughout the training and assessment processes.

The standard of assessment has remained high but in the pursuit of continuous improvement some visits generated development points.

The following points were raised:

- Evidence should be current – in cases of illness or changes to work roles, candidates may take longer than anticipated to complete their portfolio with the result that evidence can become outdated.
- It is important that dates and signatures are on documents.
- Referencing systems should be easily understood and consistent.
- When using voice recording ensure a quiet place is chosen.
- Evidence requirements should be clearly referenced.
- Product evidence should be explained by annotation or other method.
- Internal verification should be on going, not end-loaded.
- Standardization meetings should be formal and recorded.

This session has been successful with only one hold. The visits have been well prepared and the EV's have generally been satisfied with the portfolios presented.

NATIONAL UNITS

(i.e. Freestanding units which contribute to NPAs or NCs etc.)

TITLES/LEVELS OF NATIONAL UNITS VERIFIED

Insert details below

N/A

FEEDBACK TO CENTRES

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Include:

- *General comments*
- *Areas of good practice*
- *Areas for further development*

General comments:

N/A

Advice on good practice and areas for further development:

N/A