

# ASTPSSF2 (SQA Unit Code - F05E 04)

## Provide customer service within the rules



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### Overview

This Unit sits within the Customer Service Theme of Customer Service Foundations. This Theme covers the language and concepts of Customer Service as well as the organisational context and the external environment in which you have to work.

There are rules in organisations that limit what you can and cannot do for customers. Some rules are set by your organisation and some are defined by law and apply to everybody's jobs. Other rules are set by regulations that apply to particular industries. You need to know your organisation's rules and procedures and how these limit what you can do for customers. You also need to be aware of the wider laws and regulations which are set outside of your organisation and how they apply to you and your job.

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#### Performance criteria

#### Follow organisation procedures

- You must be able to:*
- P1 follow organisational procedures and instructions in a willing and helpful way
  - P2 recognise the limits of what you are allowed to do
  - P3 refer to somebody in authority when you need to
  - P4 work in a way that protects the security of customers and their property

#### Follow external regulation and legislation

- You must be able to:*
- P5 work in a way that is safe for your customers and your colleagues
  - P6 respect confidentiality relating to customers and the organisation
  - P7 work in a way that shows you are aware of the areas of your job that are covered by law and the things you must not do
  - P8 work in a way that shows you are aware of the main regulations that apply to your job and the things that you must not do

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#### Knowledge and understanding

*You need to know and understand:*

- K1 organisational procedures that relate to your job
- K2 limits of what you are allowed to do
- K3 what might endanger customers or their property
- K4 what health and safety risks and hazards might be faced by your customers
- K5 why it is important to respect customer and organisation confidentiality
- K6 the main regulations that apply to your job
- K7 the main things you must do and not do in your job under laws covering:
  - K7.1 equal opportunities
  - K7.2 disability discrimination
  - K7.3 data protection
  - K7.4 health and safety
  - K7.5 employment responsibility and rights
  - K7.6 consumer protection
- K8 the security arrangements of your organisation and how they apply to your job role

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### Additional Information

#### Glossary

1. follow organisational procedures
2. recognise limitations
3. refer on
4. follow external regulations
5. follow external legislation
6. work safely
7. respect confidentiality
8. awareness of security

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**Suite** Supporting Public Services (PSSF)

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