

Unit	Customer Care for IT and Telecoms Professionals 1	
CSS Code	CC1	
SQA Code	H39L 04	
SCQF Level	5	
SCQF Credit Value	7	
Unit summary		
Learning Outcomes The learner will:		Assessment Criteria
1. Know the importance of customer care for IT and Telecoms Professionals	<p>1.1 Identify the types of internal and external customers with whom IT and Telecoms Professionals interact</p> <p>1.2 List the type of products and services that IT and Telecoms Professionals provide to internal and external customers</p> <p>1.3 Describe what customer care involves for an IT and Telecoms Professional</p>	
2. Develop customer relationships	<p>2.1 Identify 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 relationships over time with regular customers</p> <p>2.4 Assist customers to identify products and services that would suit their needs</p> <p>2.5 Maintain specified documentation and records of customer interaction for review and service improvement</p>	
3. Contribute to improving the delivery of service	<p>3.1 Identify what the implications of customer satisfaction are for:</p> <ul style="list-style-type: none"> • customer retention; • working relationships <p>3.2 Identify methods for measuring customer satisfaction levels</p> <p>3.3 Record specified customer satisfaction information</p>	

Additional information about the unit	
Guidance on approaches to assessment	<p><i>Outcomes 2 & 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 www.e-skills.com/nos</p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK