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| <b>Unit title</b>         | Customer Service for Sewerage and Drainage Operations |
| <b>SQA code</b>           | H8MA 04   |
| <b>SCQF level</b>         | 5   |
| <b>SCQF credit points</b> | 5   |
| <b>SSC ref</b>            | EUS SD2   |

## History of changes

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| Title  | Customer Service for Sewerage and Drainage Operations   |  |
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| Learning Outcomes  | Assessment Criteria   |  |
| The learner will:  | The learner can:  |  |
| <p>1 Be able to receive, record and transmit information in accordance with approved procedures and practices.</p> | <p>1.1 Establish and confirm:</p> <ul style="list-style-type: none"> <li>(a) The accuracy of received <b>information</b>.</li> <li>(b) The meaning of received <b>information</b>.</li> </ul> <p>1.2 Validate the source of received <b>information</b>.</p> <p>1.3 Record <b>information</b> in appropriate documentation in accordance with relevant company procedures.</p> <p>1.4 Select a <b>method of communication</b> for transmitting <b>information</b> from those available, to meet the needs of the receiver.</p> <p>1.5 Confirm the receiver understands the <b>Information</b>.</p> <p>1.6 Resolve <b>information</b> inaccuracies including receiver misunderstandings.</p> |  |
| <p>2 Be able to liaise with customers in accordance with company procedures.</p>                                   | <p>2.1 Check that <b>information</b> on <b>proposed work</b> is accurate and meets the needs of <b>customers</b>.</p> <p>2.2 Introduce and identify themselves in accordance with company procedures and explain the purpose of the visit.</p> <p>2.3 Communicate changes in work programmes to <b>customers</b>.</p> <ul style="list-style-type: none"> <li>(a) Clearly.</li> <li>(b) Accurately.</li> <li>(c) Within required timescales.</li> </ul> <p>2.4 Use the appropriate method <b>of communication</b> for the type and volume of <b>information</b>.</p>   |  |

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|  | <p>2.5 Respond to requests for <b>information</b> in a timescale, which is acceptable to <b>customers</b>.</p> <p>2.6 Respond to <b>customers</b> in accordance with <b>relevant company procedures</b> on customer care, including:</p> <ul style="list-style-type: none"> <li>(a) Resolving issues on site within own level of responsibility.</li> <li>(b) Resolving issues outside own level of responsibility by referral.</li> <li>(c) Reporting issues that cannot be resolved.</li> </ul> <p>2.7 Assign <b>customer</b> communications outside own responsibility in accordance with <b>relevant company procedures</b>.</p> <p>2.8 Complete and disseminate records of <b>customer</b> contact in accordance with <b>relevant company procedures</b>.</p> |
| <p>3 Understand how to communicate information during sewerage maintenance operations in accordance with company procedures.</p> | <p>3.1 Define own types of <b>customers</b> and customer groups, and own responsibilities in relation to each.</p> <p>3.2 Outline potential barriers to accurate reception and recording of <b>information</b>.</p> <p>3.3 Explain the importance of accuracy when communicating <b>information</b>.</p> <p>3.4 List potential problems that could arise with <b>information</b> transmission.</p> <p>3.5 Describe action to be taken in the event of failure of transmission method.</p> <p>3.6 Identify particular requirements to be met when responding to <b>information</b> relating to:</p> <ul style="list-style-type: none"> <li>(a) Notifiable diseases.</li> <li>(b) Emergencies.</li> <li>(c) Accidents.</li> </ul>                                    |

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|  | <p>3.7 List the employer's customer care policies.</p> <p>3.8 Explain the undertaker's rights and obligations in relation to sewerage operations.</p> <p>3.9 Explain the employer's standards of service.</p> <p>3.10 Explain the legal background to public and private sewers.</p> <p>3.11 Identify where to find additional <b>Information</b> when required.</p> <p>3.12 Explain the implications of presenting a poor public image.</p> <p>3.13 Explain the implications of giving incorrect or inaccurate <b>information</b>.</p> <p>3.14 Explain the implications of not resolving issues, including unwanted customer contact.</p> <p>3.15 Explain how to create a positive impression of the organisation.</p> |
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| <b>Additional information about the Unit</b>  |
| <b>Unit purpose and aim(s)</b>  |
| This unit allows the learner to demonstrate competence in delivering customer service while carrying out sewerage maintenance operational activities.   |
| <b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>   |
| Energy & Utility Skills.<br>Suite: Sewerage Maintenance<br>Unit: 019NSM2 Communicate information.   |
| <b>Details of the relationship between the Unit and other standards or curricula (if appropriate)</b>   |
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| <b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>  |
| Some terms, used in the assessment criteria, cover a range of situations, as follows: <ol style="list-style-type: none"> <li>1. <b>Customers</b> may be: <ol style="list-style-type: none"> <li>(a) Domestic.</li> <li>(b) Non-domestic.</li> <li>(c) Internal.</li> <li>(d) Client.</li> </ol> </li> <li>2. <b>Information</b> includes: <ol style="list-style-type: none"> <li>(a) Information relevant to the system.</li> <li>(b) Other information.</li> </ol> </li> <li>3. <b>Methods of communication</b> include: <ol style="list-style-type: none"> <li>(a) Verbal.</li> <li>(b) Written.</li> <li>(c) Displayed.</li> <li>(d) Electronic.</li> </ol> </li> <li>4. <b>Proposed work</b> may include: <ol style="list-style-type: none"> <li>(a) Installation.</li> <li>(b) Repair.</li> <li>(c) Maintenance.</li> <li>(d) Investigation.</li> </ol> </li> <li>5. <b>Relevant company procedures</b> include: <ol style="list-style-type: none"> <li>(a) Personal presentation.</li> <li>(b) Correct identification.</li> </ol> </li> </ol> <p>Some terms in the assessment criteria cover a range of situations. Refer to the full</p> |

assessment requirements and guidance for this unit for a detailed list of terms and definitions, agreed with Energy & Utility Skills.

This unit must be assessed in line with the Energy & Utility Skills assessment strategy for vocational qualifications based on its national occupational standards.

The learner must be observed by an assessor on at least one occasion.

Evidence from assessor observation of the learner in a realistic working environment (RWE) may be used in the mix of evidence for this unit. The RWE must meet the requirements of the Energy & Utility Skills assessment strategy, and its use must have prior external verifier agreement.

The assessment strategy sets out specific requirements for any network used in the RWE.

**Assessment (evidence) Requirements****Workplace evidence**

The majority of evidence for this Unit must come from the learner's own work activities, both in their own 'reporting base' and while interacting with customers during on-site sewerage or drainage operations.

**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.

**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 and correspondence.