

CFACSC2 (SQA Unit Code – H9YC 04) Take details of customer service problems



Overview

This Standard is part of the Customer Service Theme of Handling Problems. This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

However good the customer service of your organisation is, some problems will occur. You may not have the authority or experience to deal with the problem yourself so it is important to collect helpful information for those who will deal with it. You need to be able to identify that there is a problem, discover detailed information about that problem and pass on the information so that the problem can be tackled. This Standard is about how to collect information about a customer service problem, pass it to the right people in your organisation and keep your customer informed about what is being done.

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Performance criteria

Respond to customers who raise a problem

- You must be able to:*
- P1 recognise when your customer is raising a problem
 - P2 respond to your customer calmly and helpfully
 - P3 take details that will identify your customer

Gather details from customers who raise a problem

- You must be able to:*
- P4 ask your customer questions to clarify what has or has not happened to cause a problem
 - P5 check your understanding of what your customer sees as the problem
 - P6 ask your customer questions to clarify their expectations about the service or product that is now causing a problem
 - P7 note the details of what your customer tells you about the problem
 - P8 confirm with your customer details of what they have told you about the problem

Pass details of problems raised by customers to the colleague who can deal with them

- You must be able to:*
- P9 collect details of any sources of information which your organisation uses to identify a customer transaction that is now causing a problem
 - P10 gather any other details that are relevant to resolving the problem from colleagues, customer service records or product specifications
 - P11 tell your customer what you will do with the details of the problem so that action is taken
 - P12 tell your customer what to expect without making customer service promises that may not be met
 - P13 pass the details to a colleague who is able to deal with the problem

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Knowledge and understanding

You need to know and understand:

- K1 customer expectations of your organisation's services or products that may cause problems if they are not met
- K2 how to respond to customers who raise problems in a way that they will find calm and helpful
- K3 reference codes or identifiers your organisation uses to identify customers
- K4 what questions can be used to gather information that will be most helpful in resolving a problem
- K5 details your organisation needs to resolve a problem
- K6 details your organisation uses to identify specific customer transactions
- K7 the appropriate colleagues to whom you should pass details of problems
- K8 your organisation's preferences for the way in which you should pass on details of problems
- K9 how to collect details of customer service problems expressed through social media

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SQA Evidence Requirements to Support this Unit

This Unit is designed to assess the skills and knowledge of candidates in the workplace. Candidate evidence should be generated under workplace conditions (**either paid or voluntary**) and evidence must be generated with different customers on different occasions over a sufficient period of time.

Observation should be the primary and preferred source of evidence of competent performance wherever possible. Observation of candidate performance will be supported by other methods of assessment which may include:

- ◆ witness testimony
- ◆ questioning
- ◆ candidate statement
- ◆ professional discussion
- ◆ product and photographic evidence,
- ◆ relevant active documentation, reports, presentations and
- ◆ other valid evidence which relates directly to learner performance under workplace conditions

A combination of performance and knowledge evidence is required to enable the assessor to confirm that the learner is competent.

Simulation should only be used in exceptional circumstances and it should only be for small parts of the Unit. Simulated assessments **must** be undertaken in a realistic working environment (RWE). A RWE is 'an environment which replicates the key characteristics in which the skill to be assessed is normally employed'. The RWE must provide conditions that are the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in the Assessment Strategy for Customer Service SVQs at link: <http://www.sqa.org.uk/sqa/16732.html>

SQA's Guide to Assessment is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. The Guide to Assessment can be downloaded free from SQA's website www.sqa.org.uk

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Suite

Customer Service (2013)

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customer service; communication; problem solving;
behaviours; work with others; teamwork; giving information;
receiving information services; products