

National Unit Specification: general information

UNIT Working with Customers and Colleagues

NUMBER DJ3W 10

COURSE

SUMMARY

On completion of this unit the candidates should be able to demonstrate a good positive approach when dealing with customers and colleagues by communicating, establishing and maintaining relationships and dealing with their needs. Candidates will also be able to identify their own needs by receiving and giving feedback to enable them to access opportunities for further training and improvement in their work. Candidates will also be able to achieve the Core Skill Working with Others at Access 3.

OUTCOMES

1. Establish and maintain positive relationships with customers.
2. Responding and dealing with customer needs.
3. Maintain a good working relationship with colleagues.
4. Demonstrate improvement in your own work.

RECOMMENDED ENTRY

Access to this unit is at the discretion of the centre.

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Administrative Information

Superclass: AF

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National Unit Specification: general information (cont)

CORE SKILLS

There is no automatic certification of core skills or core skills components in this unit.

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, publication code BA0906).

National Unit Specification: statement of standards

UNIT Working with Customers and Colleagues

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Establish and maintain positive relationships with customers.

Performance criteria

- a) Meet centre/organisation standards for appearance and behaviour.
- b) Greet and communicate with customers politely and clearly.
- c) Ensure you treat customers politely even when you are working under pressure.
- d) Respond to customer's enquiries and questions and assist them to obtain information they require.
- e) Seek help from colleagues when you can't deal with the enquiry or question yourself.

Evidence requirements

The performance evidence must be assessed in a real working environment. The candidate has to show evidence of working with two of the following types of customer:-

- Adults
- Children
- People with particular needs.

The candidate must ensure that they have the knowledge and understanding for the following:

- The importance that their behaviour is appropriate and they are suitably dressed at all times ie. Wearing of centre/organisation uniform.
- Responding to customers politely and clearly according to centre/organisation guidelines.
- Responding to customers using appropriate verbal, non-verbal, and body language.
- When under pressure their behaviour continues to be polite and appropriate at all times.
- Respond to customer's enquiries and questions efficiently and/or refer and ask help from other colleagues when they can't deal with the situation themselves.
- The importance of the Data Protection Act.

Evidence may be gained from the following:-

- Naturally occurring evidence within the working environment e.g. non-verbal communication.
- Observation reports and witness statements.
- Statements from candidates

National Unit Specification: statement of standards (cont)

UNIT Working with Customers and Colleagues

OUTCOME 2

Responding and dealing with customer needs.

Performance criteria

- a) Communicate with customers to identify their needs.
- b) Respond appropriately to customers needs at all times especially when working under pressure.
- c) Seek help from colleagues when you are unable to deal with the customers' needs yourself.

Evidence requirements

The performance evidence must be assessed in a real working environment. The candidate has to show evidence of working with:-

Two of the following types of customers:-

- Adults
- Children
- People with particular needs

Two of the following types of needs:-

- Help and support.
- Information and resources.

The candidate must ensure that they have the knowledge and understanding for the following:

- The importance that their behaviour is appropriate at all times when dealing with customer care and their needs.
- Responding to customers politely and clearly according to centre/organisation guidelines.
- Responding and dealing with customer needs using the appropriate communication techniques, ie. verbal, non-verbal, and body language.
- When under pressure their behaviour continues to be polite and appropriate at all times.
- Dealing with customer needs and asking for help from other colleagues when they can't deal with the situation themselves.
- Understanding different types of customer emotions, i.e.. Anxiety, anger and confusion.
- The importance of being able to assist with customer needs to the best of the candidate's abilities.

Evidence may be gained from the following:-

- Naturally occurring evidence with in the working environment e.g. non-verbal communication.
- Observation reports and witness statements.
- Statements from candidates

National Unit Specification: statement of standards (cont)

UNIT Working with Customers and Colleagues

OUTCOME 3

Maintain a good working relationship with colleagues.

Performance criteria

- a) Ensure that agreed work duties have been carried out.
- b) Ensure that communication with colleagues is clear and accurate.
- c) Give help and assistance to colleagues when needed.
- d) Ask for help and advice when you need it.
- e) Maintain good working relationships with colleagues.

Evidence requirements

The performance evidence must be assessed in a real working environment. The candidate has to show evidence of working with two of the following types of colleague:-

- Co-workers
- Line managers
- Mentor/Trainer

The candidate must ensure that they have the knowledge and understanding for the following:

- Carry out their work duties in the time allocated and appreciate the consequences of failing to do so.
- Know the importance of clear and accurate communications with colleagues.
- Know the importance of maintaining good working relationships with colleagues.
- Seek help and advice from their colleague when problems arise when working with colleagues and the importance of taking these up with the colleague.
- Ensure that different types of communication are covered – verbal, non-verbal and body language.

Evidence may be gained from the following:-

- Naturally occurring evidence with in the working environment e.g. non-verbal communication.
- Observation reports and witness statements.
- Statements from candidates

National Unit Specification: statement of standards (cont)

UNIT Working with Customers and Colleagues

OUTCOME 4

Demonstrate improvement in your own work.

Performance criteria

- a) Ask colleagues for feedback and ask them to determine aspects that you did well and areas that require improving.
- b) Ask colleagues to highlight new areas in your work that need improvement.
- c) Take part in further training that will improve your work.

Evidence requirements

The performance evidence must be assessed in a real working environment. The candidate has to show evidence of feedback from two of the following types of colleague:-

- Co-workers
- Line managers
- Mentor/Trainer

The candidate must ensure that they have the knowledge and understanding for the following:

- Know what the centre/organisation's standards are for work and try to meet these standards.
- Gather feedback from colleagues about their work and identify what aspects of their work they are doing well at and areas that require improving.
- Gather information from colleagues to highlight new areas within their work that they need to learn.
- Know the importance of taking part in further training that will improve their work.
- Ensure that different types of feedback are covered – written and spoken.

Evidence may be gained from the following:-

- Naturally occurring evidence within the working environment e.g. candidate reviews with line manager, training records, certificates etc.
- Observation reports and witness statements.
- Statements from candidates.

National Unit Specification: support notes

UNIT Working with Customers and Colleagues

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

It is important that candidates compare the standard of their work with colleagues and use this feedback to highlight aspects that they did well and areas that require improving. Candidates will have to use feedback on their work to highlight new areas in their work that they need to learn and take further training that will improve their work.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates must have an understanding about what their role is within the organisation with regards to their 1) appearance e.g. wearing of a centre/organisation uniform. 2) behaviour e.g. communications with colleagues and customers, 3) dealing with problems e.g. enquiries, complaints, grievance with colleagues. 4) further training e.g. external or in-house training.

In order for the candidate to achieve this unit they will have to be in a real working environment, where they will gain naturally occurring evidence in the workplace.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Candidates can gain further evidence in the workplace to support their assessment, this could be from duty rotas, centre procedures, feedback forms from customers, witness statements, feedback reviews from colleagues, training records, certificates etc.

Candidate feedback sheets should incorporate sections for the candidate and colleague to record candidate work achievements and aspects that the candidate needs to improve upon.

In each outcome the candidate has to have the knowledge and understanding behind the tasks they are carrying out, questioning may cover these statements.

SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (SQA, September 2003).