

FE2N 04 (CFACSD6) Develop Your Own Customer Service Skills Through Self-study

This Unit has the following Elements:

- D6.1 Find ways to learn more about customer service and your job.
- D6.2 Use sources of self-development to extend your customer service skills and knowledge.

Unit Summary

This Unit is part of the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Much of the responsibility for developing customer service knowledge and skills rests on you as an individual. There are numerous sources of information that can be used but which need to be located and linked with your customer service role. When located, the learning materials must be used to good effect in an organised manner. This Unit is about locating and using materials to help you learn in the course of your work. It is the right Unit for you if you need to take responsibility for your own self-development in relation to customer service skills.

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D6.1 Find ways to learn more about customer service and your job

Performance Criteria

You must consistently:

- D6.1.1 Identify different sources of information and support that will help you to develop your customer service knowledge and skills.
- D6.1.2 Agree with your line manager, your mentor or others doing a similar job the best sources to use for self-development of your customer service knowledge and skills.
- D6.1.3 Take action to remind yourself to check on sources of information and support.
- D6.1.4 Search for additional sources of information to support your customer service learning.
- D6.1.5 Store materials that support self-study for future use
- D6.1.6 Plan time to study the self-study materials you have collected.

D6.2 Use sources of self-development to extend your customer service skills and knowledge

Performance Criteria

You must consistently:

- D6.2.1 Access organisational update information to extend your knowledge of products and services
- D6.2.3 Access organisational information to learn more about the way your role contributes to customer service.
- D6.2.4 Monitor publications to identify ideas and new developments in customer service which you could apply in your work.
- D6.2.5 Study collected information to develop your own customer service knowledge and skills.
- D6.2.6 Take action resulting from your learning to change the way you deal with customers.
- D6.2.7 Share your plans for action with your line manager, your mentor or others doing a similar job to seek their ideas for further options.
- D6.2.8 Record actions you take to learn more about customer service and identify those which have the most positive effects.

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Knowledge and Understanding for the whole Unit

To be competent at developing your own customer service skills through self-study you must know and understand:

- D6a Ways to locate information updating you on services and products in your information.
- D6b Sources of information about customer service knowledge and skills that will help you to develop.
- D6c Ways to store information that you use to develop your customer service skills.
- D6d The importance of focus when self-studying to improve your customer service knowledge and skills.
- D6e Ways to convert information or ideas you have found through self-study into practical customer service actions.
- D6f The value of discussing your learning with line manager, your mentor or others doing a similar job.
- D6g Methods of recording actions to improve your customer service skills which have had positive effects.

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Evidence Requirements

- 1 Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. *(Guidelines for a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 — February 2010)*
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3 You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
- 4 Your evidence must show that you have taken personal responsibility for identifying, locating and using learning materials with only limited guidance and support from your line manager, mentor or colleagues.
- 5 The information sources and learning materials referred to in your evidence may be any or all of the following:
 - a paper based
 - b on-line or other electronic media
 - c structured discussions.

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Notes/Comments

The candidate has satisfied the assessor and internal verifier that the performance evidence has been met.

Candidate's signature _____ **Date** _____

Assessor's signature _____ **Date** _____

Internal verifier's signature _____ **Date** _____