Qualification Specification

600/8132/6

iCQ Level 2 NVQ Certificate in Contact Centre Operations

Qualification Details

Title	iCQ Level 2 NVQ Certificate in Contact Centre Operations
Awarding Organisation	iCan Qualifications Limited
Fees Price List Url	https://icanqualify.net
Qualification Type	Occupational
Qualification Sub Type	None
Qualification Level	Level 2
Qualification Sub Level	None
EQF Level	Level 3
Regulation Start Date	05-Feb-2013
Operational Start Date	01-Mar-2013
Offered In England	Yes
Offered In Wales	Yes
Offered In Northern Ireland	Yes
Assessment Language In English	Yes
Assessment Language In Welsh	No
Assessment Language In Irish	No
SSA	15.2 Administration
Purpose	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose	D1. Confirm competence in an occupational role to the standards required
Total Credits	28
Min Credits at/above Level	17
Minimum Guided Learning Hours	93
Maximum Guided Learning Hours	172
Overall Grading Type	Pass
Assessment Methods	Portfolio of Evidence
Structure Requirements	To achieve this qualification, learners must attain a minimum of 28 credits, of which at least 17 credits must be at Level 2 or above. Learners must achieve both Mandatory Units contained in Group A (6 credits), and a minimum of 22 credits from the Optional Groups B and C. At least 12 credits must be attained from optional Group B, and the additional 10 credits from any remaining units from Group B and/or Group C. A maximum of two units may be taken from the optional Group C2. Learners may take only one unit from optional Group C3
Age Ranges	16-18 years and 19+ years
Qualification Objective	This qualification enables learners who work in a contact centre environment to develop their skills and knowledge in the sector
Welsh QN	C00/0535/8

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Over-arching Group	**Yes**	0	2	3	28	0
└A) Mandatory Group A	**Yes**	2	2	2	6	6
└B) Optional Group B	**Yes**	7	2	0	12	0
C) Group C Optional Units	No	0	1	0	0	0
└C1) Optional Group C1	No	19	1	0	0	0
C2) Restricted Optional IT units	No	0	1	2	0	0
└C2IT1) Using the internet	No	2	1	1	0	0
└C2IT2) IT Communication Fundamentals	No	2	1	1	0	0
└C2IT3) Using email	No	2	1	1	0	0
└C2IT4) Using Collaborative Technologies	No	2	1	1	0	0
└C3) Optional Group C3	No	2	1	1	0	0

Group A Mandatory Group A

URN	Title	Level	GLH	Credit
D/503/0352	Comply with health and safety procedures in a contact centre	1	9	2
T/503/0342	Improve personal effectiveness at work in a contact centre	2	15	4

Group B Optional Group B

URN	Title	Level	GLH	Credit
H/503/0403	Communicate information to customers in different but familiar contexts through a contact centre	2	12	4
J/503/0362	Use systems and technology during customer contact in a contact centre	2	24	4
J/503/0426	Support customers and colleagues when providing contact centre services	3	15	5
K/503/0385	Deliver customer service through a contact centre	2	12	5
K/503/0421	Deal with incidents through a contact centre	2	40	7
L/503/0394	Carry out direct sales activities in a contact centre	2	15	5
L/503/0413	Provide support through a contact centre for specified products and/or services	2	18	4

Group C1 Optional Group C1

URN	Title	Level	GLH	Credit
D/502/8584	Inputting and accessing sales or marketing data in information systems	2	15	2
D/601/0936	Promote additional services or products to customers	2	40	6
D/601/1522	Process customer service complaints	3	40	6
D/601/1553	Work with others to improve customer service	3	53	8
F/502/8559	Time planning in sales	2	13	2
F/601/1223	Deal with incoming telephone calls from customers	2	33	5
H/600/9660	Develop working relationships with colleagues	2	15	3
H/601/1215	Process information about customers	2	33	5
H/601/1540	Support customers using on-line customer services	2	33	5
J/502/8577	Selling by telephone - inbound	2	27	4
J/502/8580	Selling by telephone - outbound	2	27	4
L/601/0933	Give customers a positive impression of yourself and your organisation.	2	33	5
L/601/1614	Follow the rules to deliver customer service	2	30	4
M/502/8606	Handling objections and closing sales	2	22	3
M/601/1511	Resolve customer service problems	2	40	6
M/601/1542	Buddy a colleague to develop their customer service skills	2	33	5
R/601/1548	Develop your own customer service skills through self-study	2	40	6
T/601/1512	Deliver customer service to difficult customers	2	40	6
Y/601/1227	Maintain customer service through effective handover	2	27	4

Group C2IT1 Using the internet

URN	Title	Level	GLH	Credit
A/502/4297	Using the Internet	2	30	4
T/502/4296	Using the Internet	1	20	3

Group C2IT2 IT Communication Fundamentals

URN	Title	Level	GLH	Credit
D/502/4292	IT Communication Fundamentals	2	15	2
Y/502/4291	IT Communication Fundamentals	1	15	2

Group C2IT3 Using email

URN	Title	Level	GLH	Credit
J/502/4299	Using Email	1	15	2
M/502/4300	Using Email	2	20	3

Group C2IT4 Using Collaborative Technologies

URN	Title	Level	GLH	Credit
A/502/4378	Using Collaborative Technologies	1	20	3
F/502/4379	Using Collaborative Technologies	2	30	4

Group C3 Optional Group C3

URN	Title	Level	GLH	Credit
F/502/4396	Bespoke Software	2	20	3
L/601/1225	Deal with customers using bespoke software	2	33	5

Qualification Framework	: RQF
Title	: Comply with health and safety procedures in a contact centre
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 2
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/503/0352 : Comply with health and safety procedures in a contact centre

Be able to comply with organisational health and safety procedures in a contact centre	
Assessment Criterion - The learner can:	
01.01	Identify the health and safety procedures relevant to the job role
01.02	Follow organisational health and safety procedures and techniques at all times
01.03	Follow the organisational and the manufacturers instructions for the use of equipment and tools
Be able to minimise health and safety risks relating to the job role in a contact centre	
02.01	Identify the health and safety risks relevant to the job role
02.02	List the job role duties and responsibilities for minimising health and safety risks
02.03	Keep the work area clean and tidy in accordance with organisational requirements
02.04	Identify the actions to be taken if health and safety risks are not being minimised
Understand the principles of health and safety in a contact centre	
03.01	State how health and safety procedures affect their job role
03.02	Explain the purpose and use of safety-related equipment
03.03	Explain how to lift and handle heavy objects safely
03.04	Describe the health and safety hazards relevant to the job role
03.05	Describe common health and safety standards in the workplace including excessive noise, prolonged use of display screens and hazardous substances
03.06	Explain why it is important to keep the work area clean and tidy
03.07	State the difference between hazard and risk in the work area

Qualification Framework	: RQF
Title	: Improve personal effectiveness at work in a contact centre
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 4
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/503/0342 : Improve personal effectiveness at work in a contact centre

Be able to assess personal effectiveness in a contact centre	
Assessment Criterion - The learner can:	
01.01	Identify strengths and areas for development in skills and knowledge against agreed criteria
01.02	Agree learning actions that address priority learning and personal development needs
Be able to carry out development activities to improve personal effectiveness in a contact centre	
02.01	Participate in programme of learning activities that supports personal development needs
02.02	Use feedback from participation in the agreed development activities to improve personal performance
Be able to work with others in a contact centre team to improve personal performance	
03.01	Identify how everyday work in a team leads to learning and personal development
03.02	Participate in team tasks that provide on-the-job learning opportunities
03.03	Use feedback on personal performance to plan further learning steps
Understand how to improve personal effectiveness in a contact centre	
04.01	Describe the organisational procedures and guidelines for contact centre tasks defined by their job role
04.02	Describe the range of products and/or services offered or supported by the contact centre
04.03	Describe the impact of legislation and/or regulations on their role within the contact centre
04.04	Explain the importance of using development activities that are relevant to identified business needs
04.05	Explain different sources of feedback to the personal development process
04.06	Explain the importance of feedback to the personal development process
04.07	Explain the importance of involving a person in authority in making a personal development plan

Qualification Framework	:	RQF
Title	:	Communicate information to customers in different but familiar contexts through a contact centre
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	12
Unit Credit Value	:	4
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance.

Unit: H/503/0403 : Communicate information to customers in different but familiar contexts through a contact centre

Be able to talk to customers on familiar subjects in a contact centre	
Assessment Criterion - The learner can:	
01.01	Establish a rapport with customers in accordance with organisational guidelines
01.02	Describe products and/or services to customers in accordance with organisational guidelines
01.03	Provide the required information in response to customer questions about products and/or services
01.04	Vary the tone of voice to maintain customers interest in products and/or services
01.05	Display active listening by replaying customers comments back to them
Be able to communicate in writing on familiar subjects in a contact centre	
02.01	Identify when a customer contact would benefit from written communications
02.02	Produce written communications in accordance with organisational guidelines
02.03	Comply with recommended formats and layouts for written communications with customers
02.04	Ensure that written communications are concise and the meaning is clear
02.05	Ensure that written communications are accurate in content, spelling and grammar and conform with organisational guidelines before despatch
Understand the requirements of customer communication in a contact centre	
03.01	Describe the products and/or services offered or supported by the contact centre
03.02	Describe the organisational requirements and regulations about what can and cannot be expressed to customers verbally and/or in writing
03.03	Explain what information is best given to customers verbally and what is best given in writing
03.04	Explain how positive and negative language affects communications with customers verbally and/or in writing
03.05	List the frequently asked questions from customers about products and/or services and responses to them
03.06	Explain the importance of varying tone when talking to customers
03.07	Explain the benefits and drawbacks of communicating with customers by telephone and in writing
03.08	Explain the importance of reviewing and proof-reading before sending written communications to customers

Qualification Framework	: RQF
Title	: Use systems and technology during customer contact in a contact centre
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 4
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/503/0362 : Use systems and technology during customer contact in a contact centre

Be able to use features of systems and technology to handle customer contacts in a contact centre	
Assessment Criterion - The learner can:	
01.01	Handle contacts identified by the contact distribution system in accordance with organisational procedures
01.02	Access customer information through the system in accordance with organisational procedures
01.03	Adjust individual system settings to enable communication with customers through interactive functionality specific to the job role
01.04	Enhance customer service by making maximum use of the available functionality
Be able to report on customer and contact handling information using pre-defined formats	
02.01	Identify the customer and contact handling information needed for personal work planning and organisational reporting
02.02	Produce customer information and contact handling reports according to organisational guidelines and standards
Understand the uses of contact centre systems and technology	
03.01	Explain the benefits of different technology systems in terms of their ability to facilitate communication with customers
03.02	Describe the products and/or services offered or supported by the contact centre
03.03	Describe the organisational requirements and regulation or legislation that have an impact on the contact centres operations
03.04	Describe the organisational procedures and guidelines for customer contact handling
03.05	Describe the purpose of contact distribution systems and how the organisations system works
03.06	State the reasons for checking the sense of reports before issuing

Qualification Framework	: RQF
Title	: Support customers and colleagues when providing contact centre services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/503/0426 : Support customers and colleagues when providing contact centre services

Be able to communicate information about products and/or services to customers in a contact centre	
Assessment Criterion - The learner can:	
01.01	Validate customers identity in accordance with organisational procedures
01.02	Give customers an overview of products and/or services in accordance with organisational procedures for language and conversation
01.03	Resolve customers problems and queries in a contact centre within their level of authority
01.04	Assist customers with decisions about products and/or services in accordance with organisational guidelines, relevant regulation or legislation
01.05	Refer customers to someone with greater authority when customers requests or problems are beyond their level of authority
01.06	Record customer problems and complaints in accordance with organisational procedures
Be able to monitor compliance with organisational requirements for customer contacts	
02.01	Monitor compliance with organisational requirements for customer contacts against agreed criteria
02.02	Deal with breaches of organisational requirements in accordance with organisational procedures
Be able to provide advice and support to colleagues in a contact centre	
03.01	Provide advice on matters relating to customers identity, personal security and products and/or services that meets organisational standards and legislative or regulatory requirements
03.02	Provide support that increases colleagues understanding of organisational requirements and constraints on customer contacts that is commensurate with their needs
Understand how to support colleagues and customers in a contact centre	
04.01	Explain the effect of organisational and regulatory requirements on supporting colleagues and customers
04.02	Explain what constitutes non-compliance with legal and regulatory requirements and the implications of this
04.03	Describe different sources of information about the organisations products and/or services
04.04	Explain how to update and maintain knowledge and understanding of products and/or services
04.05	Explain the organisational systems for identifying customers and related personal security matters
04.06	Explain how buddying and assisting colleagues with handling customer contacts increases understanding of organisational requirements

Qualification Framework	: RQF
Title	: Deliver customer service through a contact centre
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 5
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/503/0385 : Deliver customer service through a contact centre

Be able to establish rapport with customers in a contact centre	
Assessment Criterion - The learner can:	
01.01	Follow organisational guidelines for greeting and identifying customers
01.02	Explain the features and benefits of products and/or services to customers in accordance with organisational requirements
01.03	Provide the required information in response to customer requests
01.04	Check customers understanding of the information provided
01.05	Identify options for the resolution of customers queries that meet their needs
01.06	Close the customer contact in accordance with organisational guidelines
Be able to support customer service delivery through a contact centre	
02.01	Identify precisely customers needs or requests
02.02	Check understanding of customers needs by summarising their queries and requests
02.03	Keep records of customer queries or requests in accordance with organisational procedures
02.04	Use information collected from customers to enhance customer service delivery
Be able to deliver customer service in a contact centre	
03.01	Establish the limit of their authority for dealing with customers
03.02	Explain to customers when their enquiry must be referred to someone else because authority limits have been exceeded
03.03	Comply with regulatory requirements during customer contacts
03.04	Explain the regulatory constraints to the customer when they affect customer service
Understand customer service in contact centres	
04.01	Describe the limitations of the service offer that can be made to customers
04.02	Describe the limits of authority in dealing with customers
04.03	Explain the importance of checking customers understanding of information provided
04.04	Explain the importance of closing a customer contact in a professional way in accordance with organisational procedures and standards
04.05	Describe the sources of information to be checked in order to update knowledge and understanding of organisational and regulatory requirements
04.06	Explain the importance of understanding the customers message
04.07	Describe methods of adapting communication with customers to meet their expectations

Qualification Framework	: RQF
Title	: Deal with incidents through a contact centre
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 40
Unit Credit Value	: 7
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/503/0421 : Deal with incidents through a contact centre

Be able to deal with incidents through a contact centre	
Assessment Criterion - The learner can:	
01.01	Respond to incoming calls in a calm and professional manner
01.02	Maintain control of the conversation
01.03	Record the contact and information in an incident log in accordance with organisational procedures
01.04	Assess and prioritise reported incidents in accordance with organisational procedures
01.05	Pass accurate and concise contact information to those responsible for taking action in accordance with organisational procedures
01.06	Provide information, advice and support in response to requests in accordance with organisational procedures
01.07	Escalate incident responses in accordance with organisational procedures
Be able to use contact centre communications systems to deploy incident management resources	
02.01	Communicate with external organisations in accordance with organisational procedures
02.02	Use the most efficient means (voice or data options) to communicate with those dealing with the incident
02.03	Use agreed conventions of wording, style and approach appropriate for different communication media
Understand how to deal with incidents in a contact centre	
03.01	Describe the incident management services offered by the contact centre
03.02	Describe the impact of regulation or legislation on incident management
03.03	Describe the purpose and use of decision trees
03.04	Describe how to determine the appropriate allocation of resources to incidents
03.05	Describe the boundaries of a contact incident that justify actions being escalated to different levels of response
03.06	Describe the nature and limits of instructions and advice that can be passed on to a contact reporting an incident
03.07	Describe standard wording and codes used by the organisation when dealing with incident management
03.08	Describe the type and extent of resources available for deployment in incident management

Qualification Framework	: RQF
Title	: Carry out direct sales activities in a contact centre
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/503/0394 : Carry out direct sales activities in a contact centre

Be able to gather information needed for direct sales activities in a contact centre	
Assessment Criterion - The learner can:	
01.01	Assemble information about products and/or services that support direct sales
01.02	Obtain from customers sufficient information to support direct sales activities
01.03	Create sales opportunities by making links between information provided by customers and products and/or services
01.04	Find potential new customers for products and/or services
Be able to carry out direct sales to customers through a contact centre	
02.01	Establish customers identity in accordance with organisational procedures
02.02	Check customers wishes and needs
02.03	Identify possible matches with products and/or services from information provided by customers
02.04	Explain to customers the features and benefits of products and/or services for sale
02.05	Adapt their sales approach and style to meet customer preferences
02.06	Maximise opportunities for cross-selling and up-selling
02.07	Complete the authorisation or payment in accordance with organisational procedures
Be able to keep direct sales records within a contact centre	
03.01	Identify the information about customers, products and/or services that should be recorded during the sales process
03.02	Record customer, product and/or service information in accordance with organisational procedures
Be able to comply with regulations and legislation during direct sales in a contact centre	
04.01	Identify the regulatory requirements that have an impact on direct sales activities through a contact centre
04.02	Ensure compliance with regulations during direct selling through a contact centre
Understand how to conduct sales activities in a contact centre	
05.01	Describe the features and benefits of the products and/or services offered or supported by the contact centre
05.02	Describe the organisational policies and procedures for direct sales through a contact centre
05.03	Describe the organisational requirements and regulation or legislation that have an impact on direct sales activities
05.04	Describe the common objections and questions raised by customers during direct selling
05.05	Explain how to identify cross-selling and up-selling opportunities
05.06	Describe different methods of researching potential new customers
05.07	Explain how to retrieve information from organisational sales records
05.08	Describe the organisational procedures for ensuring compliance with relevant regulation and legislation that have an impact on direct selling

Qualification Framework	: RQF
Title	: Provide support through a contact centre for specified products and/or services
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 18
Unit Credit Value	: 4
SSAs	: 15.2 Administration
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/503/0413 : Provide support through a contact centre for specified products and/or services

Be able to establish and validate customers identity in a contact centre	
Assessment Criterion - The learner can:	
01.01	Link customers identities with correct organisational records
01.02	Confirm customers identities and authorities in accordance with organisational procedures
01.03	Record any departure from the standard authorisation process in accordance with organisational procedures
01.04	Explain to customers the reasons for the authorisation procedures
Be able to support customer needs for information and decisions about a range of products and/or services in a contact centre	
02.01	Provide customers with the required information across a range of products and/or services
02.02	Use language and conversation in accordance with organisational guidelines
02.03	Make use of the features of communication equipment specified within the job role
02.04	Offer customers options for different requests about products and/or services that meet their requirements
02.05	Resolve customers problems within their level of authority
02.06	Refer customers to someone with greater authority when customers needs cannot be met within the limits of their authority
02.07	Comply with organisational procedures during customer contacts
Understand how to support customers in a contact centre	
03.01	Describe the features and uses of products and/or services with which they can deal
03.02	Describe ways of maintaining and updating knowledge and understanding of products and/or services
03.03	Explain the regulations and legislation that have an impact on contact with customers

Qualification Framework	: RQF
Title	: Inputting and accessing sales or marketing data in information systems
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/8584 : Inputting and accessing sales or marketing data in information systems

Understand how to input and access sales or marketing data in information systems	
Assessment Criterion - The learner can:	
01.01	Explain the uses of IT in the sales or marketing function
01.02	Identify why information is needed for sales or marketing activities
01.03	Describe how sufficient, valid and reliable sources of sales or marketing information can be gathered
01.04	Explain the reasons for using an established data storage system
01.05	Describe the role, advantages and disadvantages of manual and computerised systems
01.06	Explain ways of classifying sales or marketing information and the protocol for data storage
Understand the use of sales or marketing information sources and systems	
02.01	Explain methods of presenting sales or marketing information
02.02	Describe the features of software and hardware used to manage sales or marketing information
02.03	Describe how to plan and organise searches for sales or marketing information
02.04	Explain the implications of entering incorrect sales or marketing data
02.05	Explain why certain types of sales or marketing information are confidential
02.06	Explain the scope of own authority and responsibility when using sales or marketing information and databases
02.07	Explain the actions to be taken in the case of a breach of confidentiality
Be able to input and use databases to support sales or marketing activities	
03.01	Gather sales or marketing information
03.02	Identify potential information sources that are likely to support planned sales or marketing activities
03.03	Follow organisational procedures to report concerns about security/confidentiality
03.04	Use sales information gathered to support specified sales or marketing activities
03.05	Input and update sales or marketing information on the database so that it can be accessed and used to support sales activities in the future

Qualification Framework	:	RQF
Title	:	Promote additional services or products to customers
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units

Unit: D/601/0936 : Promote additional services or products to customers

identify additional services or products that are available	
Assessment Criterion - The learner can:	
01.01	update and develop their knowledge of their organisations services or products
01.02	check with others when they are unsure about new service or product details
01.03	identify appropriate services or products that may interest their customer
01.04	spot opportunities for offering their customer additional services or products that will improve the customer experience
inform customers about additional services or products	
02.01	choose the best time to inform their customer about additional services or products
02.02	choose the best method of communication to introduce their customer to additional services or products
02.03	give their customer accurate and sufficient information to enable them to make a decision about the additional services or products
02.04	give their customer time to ask questions about the additional services or products
gain customer commitment to using additional services or products	
03.01	close the conversation if the customer shows no interest
03.02	give information to move the situation forward when their customer shows interest
03.03	secure customer agreement and check customer understanding of the delivery of the service or product
03.04	take action to ensure prompt delivery of the additional services or products to their customer
03.05	refer their customer to others or to alternative sources of information if the additional services or products are not their responsibility
understand how to promote additional services or products to customers	
04.01	describe the organisations procedures and systems for encouraging the use of additional services or products
04.02	explain how additional services or products will benefit their customers
04.03	explain how their customers use of additional services or products will benefit their organisation
04.04	identify the main factors that influence customers to use their services or products
04.05	explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
04.06	state how to give appropriate, balanced information to customers about services or products

Qualification Framework	:	RQF
Title	:	Process customer service complaints
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: D/601/1522 : Process customer service complaints

recognise the signs that a query or problem is about to produce a complaint	
Assessment Criterion - The learner can:	
01.01	identify signs that a customer is becoming dissatisfied with the customer service of their organisation
01.02	take action to change the situation so that the query or problem does not result in a complaint
01.03	take actions to change their customer service approach in order to avoid future complaints when a justified complaint has been made
deal with a complaint effectively	
02.01	ensure that they have a clear understanding of the nature and details of the complaint
02.02	investigate the facts of the complaint in order to establish whether it should be dealt with as a justified complaint or an unjustified complaint
02.03	identify all the possible options for a solution and consider the benefits and drawbacks of each option for their customer and for their organisation
02.04	assess the risks to their organisation of choosing each option
02.05	report the findings of their investigation to their customer and offer their chosen solution
02.06	escalate the complaint by involving more senior members of their organisation or an independent third party if there is sufficient reason to do so
02.07	give feedback to other colleagues involved which will help them avoid future complaints
02.08	keep clear records of the way the complaint has been handled to avoid later misunderstandings
understand how to process customer service complaints	
03.01	explain how to monitor the level of complaints and identify those that should provoke a special review of the service offer and service delivery
03.02	explain why dealing with complaints is an inevitable part of delivering customer service
03.03	describe organisational procedures for dealing with complaints
03.04	explain how to negotiate a solution with their customer that is acceptable to that customer and to the organisation
03.05	explain the regulatory definition of a complaint in their sector and the regulatory requirements of how complaints should be handled and reported
03.06	explain when to escalate a complaint by involving more senior members of the organisation or an independent third party
03.07	explain the cost and regulatory implications of admitting liability for an error made by their organisation
03.08	identify how to spot and interpret signals that their customer may be considering making a complaint
03.09	describe techniques for handling conflict
03.10	explain the importance of dealing with a complaint promptly
03.11	explain why the offer of compensation or replacement service or products may not always be the best options for resolving a complaint
03.12	explain how the successful handling of a complaint presents an opportunity to impress a customer who has been dissatisfied

Qualification Framework	:	RQF
Title	:	Work with others to improve customer service
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	53
Unit Credit Value	:	8
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: D/601/1553 : Work with others to improve customer service

improve customer service by working with others	
Assessment Criterion - The learner can:	
01.01	contribute constructive ideas for improving customer service
01.02	identify what they have to do to improve customer service and confirm this with others
01.03	agree with others what they have to do to improve customer service
01.04	co-operate with others to improve customer service
01.05	keep their commitments made to others
01.06	make others aware of anything that may affect plans to improve customer service
monitor their own performance when improving customer service	
02.01	discuss with others how what they do affects customer service performance
02.02	identify how the way they work with others contributes towards improving customer service
monitor team performance when improving customer service	
03.01	discuss with others how teamwork affects customer service performance
03.02	work with others to collect information on team customer service performance
03.03	identify with others how customer service teamwork could be improved
03.04	take action with others to improve customer service performance
understand how to work with others to improve customer service	
04.01	describe who else is involved either directly or indirectly in the delivery of customer service
04.02	describe the roles and responsibilities of others in their organisation
04.03	describe the roles of others outside their organisation who have an impact on their services or products
04.04	evaluate what the goals or targets of their organisation are in relation to customer service and how these are set
04.05	evaluate how their organisation identifies improvements in customer service

Qualification Framework	: RQF
Title	: Time planning in sales
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 13
Unit Credit Value	: 2
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/502/8559 : Time planning in sales

Understand how to manage and prioritise time in a sales role	
Assessment Criterion - The learner can:	
01.01	Explain the importance of time management and its impact on sales objectives
01.02	Describe how a sales team member uses and measures the use of time
01.03	Describe best practice time management techniques
01.04	Explain how to review the use of time spent on sales activities
Be able to plan own time in a sales role	
02.01	Identify own long-term sales commitments and immediate goals
02.02	Identify work-related priorities
02.03	Identify the differences between tasks that are urgent and tasks that are important
02.04	Consolidate tasks to reduce workload and time wastage
02.05	Identify opportunities to gain support from others to complete work
02.06	Develop a time plan or weekly schedule, prioritising all tasks in order of relative importance and urgency
Be able to evaluate time planning in a sales role	
03.01	Identify unnecessary tasks that are not directly related to own objectives
03.02	Use feedback from colleagues to identify strengths and weaknesses in the use of own time
03.03	Identify productive periods of time
03.04	Identify the opportunities for improving the use of time

Qualification Framework	:	RQF
Title	:	Deal with incoming telephone calls from customers
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: F/601/1223 : Deal with incoming telephone calls from customers

use communication systems effectively	
Assessment Criterion - The learner can:	
01.01	operate telecommunication equipment efficiently and effectively
01.02	speak clearly and slowly and adapt their speech to meet the individual needs of their customer
01.03	listen carefully when collecting information from their customer
01.04	select the information they need to record and store following their organisations guidelines
01.05	update their customer records during or after the call to reflect the key points of the conversation
establish rapport with customers who are calling	
02.01	greet their customer following their organisations guidelines
02.02	listen closely to their customer to identify their precise reason for calling and what outcome they are seeking from the call
02.03	confirm the identity of their customer following organisational guidelines
02.04	use effective and assertive questions to clarify their customers requests
deal effectively with customer questions and requests	
03.01	identify all the options they have for responding to their customer and weigh up the benefits and drawbacks of each
03.02	choose the option that is most likely to lead to customer satisfaction within the service offer
03.03	give clear and concise information to customers in response to questions or requests
03.04	use questions and answers to control the length of the conversation
03.05	keep their customer regularly informed about their actions when accessing information to provide responses or if they are going to be on hold for a period of time
03.06	put their customer on hold and ensure they cannot be heard if they are discussing action with others or calling a colleague
03.07	summarise the outcome of the call and any actions that they or their customer will take as a result
03.08	check before the call is finished that their customer is content that all their questions or requests have been dealt with
03.09	complete any follow up actions agreed during the call
03.10	take a clear message for a colleague if they are unable to deal with some aspect of their customers questions or requests
03.11	ensure that promises to call back are kept
know how to deal with incoming telephone calls from customers	
04.01	describe their organisations guidelines and procedures for the use of telecommunication equipment
04.02	explain how to operate the organisations telecommunication equipment
04.03	explain the importance of speaking clearly and slowly when dealing with customers by telephone
04.04	describe the effects of smiling and other facial expressions that can be detected by somebody listening to them on the telephone
04.05	explain the importance of adapting their speech to meet the needs of customers who may find their language or accent difficult to understand
04.06	identify what information is important to note during or after telephone conversations with customers
04.07	describe their organisations guidelines and procedures for what should be said during telephone conversations with customers
04.08	explain the importance of keeping their customer informed if they are on hold during a call
04.09	explain the importance of not talking across an open line
04.10	list details that should be included if taking a message for a colleague
04.11	describe their organisations guidelines and procedures for taking action to follow up calls made to customers
04.12	describe their organisations guidelines for handling abusive calls

Qualification Framework	: RQF
Title	: Develop working relationships with colleagues
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 3
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/600/9660 : Develop working relationships with colleagues

Understand the benefits of working with colleagues.	
Assessment Criterion - The learner can:	
01.01	Describe the benefits of productive working relationships.
Be able to establish working relationships with colleagues.	
02.01	Identify colleagues within own and other organisations.
02.02	Agree the roles and responsibilities for colleagues.
Be able to act in a professional and respectful manner when working with colleagues.	
03.01	Explain how to display behaviour that shows professionalism.
Be able to communicate with colleagues.	
04.01	Identify, information to others clearly and concisely.
04.02	Explain how to receive and clarify own understanding of information.
Be able to identify potential work-related difficulties and explore solutions.	
05.01	Identify potential work-related difficulties and conflicts of interest.
05.02	Explain how to resolve identified potential difficulties.

Qualification Framework	:	RQF
Title	:	Process information about customers
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1215 : Process information about customers

collect information about customers	
Assessment Criterion - The learner can:	
01.01	collect and record new information about customers following the organisations guidelines
01.02	update existing information about customers
01.03	record and store information about customers that is accurate, sufficient and relevant following organisational guidelines
select and retrieve information about customers	
02.01	respond promptly to authorised requests for information about customers
02.02	select and retrieve relevant information for customers or colleagues following the organisations guidelines
supply information about customers	
03.01	supply accurate and sufficient information about customers to meet their customers or colleagues expectations
03.02	choose the most appropriate way to supply information to their customers or colleagues
03.03	confirm that their customers or colleagues have received and understood the customer information
understand how to process customer service information	
04.01	describe their organisations procedures and guidelines for collecting, retrieving and supplying information about customers
04.02	identify types of personal information about customers that should and should not be kept on record
04.03	explain how to collect information about customers efficiently and effectively
04.04	explain how to operate the customer information storage system
04.05	explain why processing information about customers correctly makes an important contribution to effective customer service
04.06	explain the importance of attention to detail when processing information about customers
04.07	describe legal and regulatory restrictions on the storage and use of customer data

Qualification Framework	:	RQF
Title	:	Support customers using on-line customer services
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1540 : Support customers using on-line customer services

establish the type and level of support their customer needs to achieve on-line customer service	
Assessment Criterion - The learner can:	
01.01	ensure that they are up-to-date and with the on-line services that their customers use
01.02	identify what the customer is trying to achieve and what they are having difficulties with
01.03	question their customer to discover the customers degree of familiarity with the system
01.04	offer their customer the option of trying the on-line approach once more
01.05	agree with their customer the exact nature of the problem and steps that may be taken to overcome it
support on-line customer service in conversation with their customer	
02.01	explore the on-line customer system in order to develop their own knowledge and skills in its use
02.02	step through the screen sequence with their customer whilst allowing them to operate the system for themselves
02.03	address their customer in an understanding and supportive manner
02.04	explain to their customer why certain steps are required in the process
02.05	offer the options to their customer of stepping them through the process or completing the transaction themselves
02.06	promote access to additional services or products when supporting customers on-line
understand how to support customers using on-line services	
03.01	explain how their organisations system for on-line service delivery works
03.02	describe the importance of close active listening to discover what their customer is trying to achieve
03.03	identify ways to communicate clearly with customers who have different levels of skills and understanding of the on-line system
03.04	explain why it is generally preferable for their customer to complete a transaction for themselves
03.05	explain the importance of building customer confidence in using the on-line system by supporting and encouraging
03.06	compare the benefits and drawbacks of talking a customer through use of the system or completing the transaction themselves
03.07	identify additional services or products that may be promoted to on-line customers

Unit Specification
J/502/8577
Selling by telephone - inbound

Qualification Framework	: RQF
Title	: Selling by telephone - inbound
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 4
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/502/8577 : Selling by telephone - inbound

Understand how to sell by telephone (inbound)	
Assessment Criterion - The learner can:	
01.01	Describe the advantages and disadvantages of selling by inbound telephone sales calls
01.02	Describe when the following techniques can be applied when selling by inbound telephone sales calls: cross-selling, up-selling and selling add-ons
01.03	Describe the listening and questioning techniques used for selling during inbound telephone sales calls
01.04	Describe the different methods used to sell benefits during inbound telephone sales calls
Understand how to close the sale during inbound telephone sales calls	
02.01	Explain how to manage customer behaviour during inbound telephone sales calls
02.02	Describe methods for closing sales during inbound telephone sales calls
02.03	Explain how to evaluate and measure the success of inbound telephone sales calls
02.04	Describe interactive ICT options available to support telephone sales activities
Be able to prepare for the inbound telephone sales call	
03.01	Identify objectives for selling products and/or services by inbound telephone sales calls
03.02	Organise materials for a call in accordance with the sales call plan
Be able to identify customer needs during inbound telephone sales calls	
04.01	Greet and respond to callers in accordance with organisational procedures
04.02	Obtain information from customers about their needs
04.03	Assess the potential value of calls and customers
04.04	Identify products and/or services with features and functions that customers need or want
04.05	Identify opportunities for further sales and/or sales of other products and/or services
Be able to present products and/or services to the customer during inbound telephone sales calls	
05.01	Explain the benefits and features of products and/or services offered
05.02	Interpret the customers reaction and decide how to progress the sale
Be able to deal with sales objections during inbound telephone sales calls	
06.01	Identify sales objections prior to dealing with the customer
06.02	Clarify objections and identify potential sales opportunities from them
06.03	Deal with customer queries and objections with clear and accurate responses
06.04	Resolve customer queries about the product and/or service
06.05	Reassure the customer to confirm their objections have been overcome
06.06	Develop a positive relationship with the customer and identify and pursue further customer contact
Be able to close the sale during inbound telephone sales calls	
07.01	Perform a trial close to establish whether or not further objections exist
07.02	Gain commitment from the customer to close the sale
07.03	Complete the formalities of the sale following organisational procedures
07.04	Provide customer feedback and reaction to products and/or services to appropriate people in own organisation

Unit Specification
J/502/8580
Selling by telephone - outbound

Qualification Framework	: RQF
Title	: Selling by telephone - outbound
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 4
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/502/8580 : Selling by telephone - outbound

Understand how to sell by telephone (outbound)	
Assessment Criterion - The learner can:	
01.01	Describe the advantages and disadvantages of selling by outbound telephone sales calls
01.02	Describe when the following techniques can be applied when selling by outbound telephone sales calls: cross-selling, up-selling and selling add-ons
01.03	Describe the listening and questioning techniques used for selling during outbound telephone sales calls
01.04	Describe the different methods used to sell benefits during outbound telephone sales calls
Understand how to close the sale during outbound telephone sales calls	
02.01	Explain how to manage customer behaviour during outbound telephone sales calls
02.02	Describe methods for closing sales during outbound telephone sales calls
02.03	Explain how to evaluate and measure the success of outbound telephone sales calls
02.04	Describe interactive ICT options available to support telephone sales activities
Be able to prepare for the inbound telephone sales call	
03.01	Identify objectives for selling products and/or services by outbound telephone sales calls
03.02	Use agreed call lists or leads to plan sales calls
03.03	Organise materials for the call in accordance with the sales call plan
Be able to identify customer needs during outbound telephone sales calls	
04.01	Assess the potential value of calls and customers
04.02	Prioritise calls according to likely customer value and probability of closure
04.03	Obtain information from customers about their needs
04.04	Identify products and/or services with features and functions that customers need or want
04.05	Identify opportunities for further sales and/or sales of other products and/or services
Be able to present products and/or services to the customer during outbound telephone sales calls	
05.01	Explain the benefits and features of products and or services offered
05.02	Interpret the customers preferred solution and decide how to progress the sale
Be able to deal with sales objections during outbound telephone sales calls	
06.01	Identify likely sales objections prior to dealing with the customer
06.02	Clarify objections and identify potential sales opportunities from them
06.03	Deal with customer queries and objections with clear and accurate responses
06.04	Resolve customer queries about the product and/or service
06.05	Reassure the customer to confirm their objections have been overcome
06.06	Develop a positive relationship with customers and identify and pursue further customer contact
Be able to close the sale during outbound telephone sales calls	
07.01	Perform a trial close to establish whether or not further objections exist
07.02	Gain a commitment from the customer
07.03	Complete the formalities of the sale following organisational procedures
07.04	Provide customer feedback and reaction to products or services to appropriate people in own organisation

Unit Specification
L/601/0933
Give customers a positive impression of yourself and your organisation.

Qualification Framework	:	RQF
Title	:	Give customers a positive impression of yourself and your organisation.
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units

Unit: L/601/0933 : Give customers a positive impression of yourself and your organisation.

establish rapport with customers	
Assessment Criterion - The learner can:	
01.01	meet their organisations standards of appearance and behaviour
01.02	greet their customer respectfully and in a friendly manner
01.03	communicate with their customer in a way that makes them feel valued and respected
01.04	identify and confirm their customers expectations
01.05	treat their customer courteously and helpfully at all times
01.06	keep their customer informed and reassured
01.07	adapt their behaviour to respond to different customer behaviour
respond appropriately to customers	
02.01	respond promptly to a customer seeking help
02.02	choose the most appropriate way to communicate with their customer
02.03	check with their customer that they have fully understood their expectations
02.04	respond promptly and positively to their customers questions and comments
02.05	allow their customer time to consider their response and give further explanation when appropriate
communicate information to customers	
03.01	quickly find information that will help their customer
03.02	give their customer information they need about the services or products offered by their organisation
03.03	recognise information that their customer might find complicated and check whether they fully understand
03.04	explain clearly to their customers any reasons why their expectations cannot be met
understand how to give customers a positive impression of themselves and the organisation	
04.01	describe their organisations standards for appearance and behaviour
04.02	explain their organisations guidelines for how to recognise what their customer wants and respond appropriately
04.03	identify their organisations rules and procedures regarding the methods of communication they use
04.04	explain how to recognise when a customer is angry or confused
04.05	identify their organisations standards for timeliness in responding to customer questions and requests for information

Qualification Framework	:	RQF
Title	:	Follow the rules to deliver customer service
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	30
Unit Credit Value	:	4
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: L/601/1614 : Follow the rules to deliver customer service

Follow their organisations customer service practices and procedures	
Assessment Criterion - The learner can:	
01.01	follow organisational practices and procedures that relate to their customer service work
01.02	recognise the limits of what they are allowed to do when delivering customer service
01.03	refer to somebody in authority when they need to
01.04	work in a way that protects the security of customers and their property
01.05	work in a way that protects the security of information about customers
know how to follow the rules to deliver customer service	
02.01	describe organisational practices and procedures that relate to their customer service work
02.02	identify the limits of what they are allowed to do when delivering customer service
02.03	explain when and how they should refer to somebody in authority about the rules for delivering customer service
02.04	explain how they protect the security of customers and their property
02.05	explain how they protect the security of information about customers
02.06	describe their health and safety responsibilities as they relate to their customer service work
02.07	explain their responsibilities to deliver customer service treating customers equally
02.08	explain why it is important to respect customer and organisation confidentiality
02.09	list the main things they must do and not do in their job under legislation that affects their customer service work
02.10	list the main things that they must do and not do in their job under external regulations that affect their customer service work

Qualification Framework	: RQF
Title	: Handling objections and closing sales
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 22
Unit Credit Value	: 3
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/8606 : Handling objections and closing sales

Understand how to handle sales objections	
Assessment Criterion - The learner can:	
01.01	Explain the difference
01.02	Explain how to clarify objections and identify potential sales opportunities from them
01.03	Describe how to use questioning techniques to explore and resolve customer issues
01.04	Explain how to empathise with and reassure the customer
01.05	Explain the difference between hypothetical and real objections
01.06	Explain how knowledge of products and services can be used to answer objections
01.07	Explain how competitor activity may affect the potential sale
01.08	Describe how industry/sector pricing structures may have an impact on sales objections
01.09	Explain the scope of authority and responsibility when dealing with objections
01.10	State who to go to when in need of support to overcome objections
Understand how to close the sale	
02.01	Explain how to identify verbal and non-verbal buying signals as signs of whether to move towards closing the sale
02.02	Explain how to perform a trial close
02.03	Explain how to identify further potential add-on, up-selling or cross-selling opportunities prior to closing the sale
02.04	Explain potential barriers to closing the sale
02.05	Explain a range of ways to close the sale
Be able to handle objections	
03.01	Clarify the nature and extent of objections
03.02	Explain to the customer the concessions available within the scope of authority
03.03	Follow organisational procedures for dealing with objections
03.04	Promote the benefits of products and/or services to overcome objections
03.05	Use testimonials to overcome objections
03.06	Refer to those in authority when dealing with objections outside the scope of own authority
Be able to close the sale	
04.01	Perform a trial close and ask for the order when objections have been met
04.02	Make use of add-on, up-selling or cross-selling opportunities
04.03	Follow organisational procedures for accepting confirmation of an order

Qualification Framework	:	RQF
Title	:	Resolve customer service problems
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: M/601/1511 : Resolve customer service problems

spot customer service problems	
Assessment Criterion - The learner can:	
01.01	listen carefully to customers about any problem they have raised
01.02	ask customers about the problem to check their understanding
01.03	recognise repeated problems and alert the appropriate authority
01.04	share customer feedback with others to identify potential problems before they happen
01.05	identify problems with systems and procedures before they begin to affect customers
pick the best solution to resolve customer service problems	
02.01	identify the options for resolving a customer service problem
02.02	work with others to identify and confirm the options to resolve a customer service problem
02.03	work out the advantages and disadvantages of each option for their customer and the organisation
02.04	pick the best option for their customer and the organisation
02.05	identify for their customer other ways that problems may be resolved if they are unable to help
take action to resolve customer service problems	
03.01	discuss and agree the options for solving the problem with their customer
03.02	take action to implement the option agreed with their customer
03.03	work with others and their customer to make sure that any promises related to solving the problem are kept
03.04	keep their customer fully informed about what is happening to resolve the problem
03.05	check with their customer to make sure the problem has been resolved to the customers satisfaction
03.06	give clear reasons to their customer when the problem has not been resolved to the customers satisfaction
know how to resolve customer service problems	
04.01	describe organisational procedures and systems for dealing with customer service problems
04.02	explain how to defuse potentially stressful situations
04.03	describe how to negotiate
04.04	identify the limitations of what they can offer their customer
04.05	describe types of action that may make a customer problem worse and should be avoided

Unit Specification
M/601/1542
Buddy a colleague to develop their customer service skills

Qualification Framework	:	RQF
Title	:	Buddy a colleague to develop their customer service skills
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: M/601/1542 : Buddy a colleague to develop their customer service skills

plan and prepare to buddy a colleague	
Assessment Criterion - The learner can:	
01.01	agree with their colleague aspects of the colleagues work which may benefit most from their buddying support
01.02	confirm their understanding of their colleagues job tasks and responsibilities using reliable sources
01.03	clarify the customer service image and impression their colleague should present in their job
01.04	arrange times when it will be most helpful to work alongside their colleague
01.05	plan details of a buddy session to support their colleague on the job
support their buddy colleague on the job	
02.01	agree with their colleague where they will be placed near them when buddying them on the job
02.02	ensure their presence when their buddy is dealing with customers does not detract from effective customer service
02.03	carry out customer service tasks in the presence of their buddy colleague to set an example the colleague can follow
02.04	observe their colleague closely to identify what they do well and areas in which they could improve
02.05	discuss each customer transaction briefly when there is time available between dealing with customers to identify approaches that work well and areas for improvement
02.06	praise their colleague on aspects of work which they have carried out well
02.07	explain to their colleague ways in which they can improve their customer service performance
02.08	make notes on their colleagues strengths and areas for development that they can discuss with their colleague
provide buddy support off the job	
03.01	arrange suitable times to meet with their buddy colleague when they are not directly engaged with customers
03.02	identify areas of general interest that help to establish rapport with their buddy colleague
03.03	use notes made when observing their colleague to discuss positive and negative aspects of their colleagues performance
03.04	agree actions their buddy colleague can take to improve their customer service performance
03.05	offer hints and tips on effective customer service actions to their buddy colleague drawn from their own experience
understand how to buddy a colleague to develop their customer service skills	
04.01	identify the tasks in their buddy colleagues job
04.02	identify areas of the job that benefit most from buddying support
04.03	describe the customer service image and impression that should be presented in their buddy colleagues job
04.04	identify the best times at which to work alongside their buddy colleague
04.05	identify ways to work alongside their buddy colleague without intruding on the customer relationship
04.06	describe techniques for giving positive feedback and constructive criticism to their buddy colleague
04.07	explain the importance of establishing an effective rapport with their buddy colleague
04.08	review options for actions their buddy colleague can take to improve their customer service performance

Qualification Framework	:	RQF
Title	:	Develop your own customer service skills through self-study
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: R/601/1548 : Develop your own customer service skills through self-study

find ways to learn more about customer service and their job	
Assessment Criterion - The learner can:	
01.01	identify different sources of information and support that will help them to develop their customer service knowledge and skills
01.02	agree with their line manager, their mentor or others doing a similar job the best sources to use for self-development of their customer service knowledge and skills
01.03	take action to remind themself to check on sources of information and support
01.04	search for additional sources of information to support their customer service learning
01.05	store materials that support self-study for future use
01.06	plan time to study the self-study materials they have collected
use sources of self-development to extend their customer service skills and knowledge	
02.01	access organisational update information to extend their knowledge of products and services
02.02	access organisational information to learn more about the way their role contributes to customer service
02.03	monitor publications to identify ideas and new developments in customer service which they could apply in their work
02.04	study collected information to develop their own customer service knowledge and skills
02.05	take action resulting from their learning to change the way they deal with customers
02.06	share their plans for action with their line manager, their mentor or others doing a similar job to seek those peoples ideas for further options
02.07	record actions they take to learn more about customer service and identify those which have the most positive effects
know how to develop their own customer service skills through self-study	
03.01	describe ways to locate information updating them on services and products in their information
03.02	identify sources of information about customer service knowledge and skills that will help them to develop
03.03	list ways to store information that they use to develop their customer service skills
03.04	describe the importance of focus when self-studying to improve their customer service knowledge and skills
03.05	identify ways to convert information or ideas they have found through self-study into practical customer service actions
03.06	identify the value of discussing their learning with their line manager, their mentor or others doing a similar job
03.07	evaluate methods of recording actions to improve their customer service skills which have had positive effects

Qualification Framework	:	RQF
Title	:	Deliver customer service to difficult customers
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: T/601/1512 : Deliver customer service to difficult customers

recognise when customers may be difficult to deal with	
Assessment Criterion - The learner can:	
01.01	recognise types of customer behaviour that are difficult to deal with
01.02	identify aspects of their organisations services or products that make it difficult to deal with customers
01.03	identify the signs and signals that indicate a customer may be difficult to deal with
01.04	put themself in their customers position and see the situation from the customers point of view
01.05	identify reasons why their customers may be behaving in a way that is difficult to deal with
01.06	recognise the limits of difficult customer behaviour that their organisation will tolerate
01.07	identify things that they may do or say that will provoke difficult responses from their customer
deal with difficult customers	
02.01	listen patiently to what their customer wants to tell them
02.02	use direct and factual questions about their customers feelings and what has happened to identify what might satisfy the customer
02.03	check their understanding of their customers concerns by describing their view of the situation and options that might be available
02.04	express empathy with their customer without necessarily admitting fault on the part of their organisation
02.05	give clear statements or explanations of their organisations position
02.06	agree a way forward that balances customer satisfaction with the needs of their organisation
02.07	enlist help from colleagues if options for action are outside of their authority
02.08	summarise clearly actions to be taken and reasons for those actions to complete the customer transaction
02.09	advise their manager or the appropriate colleagues if the customer is likely to re-open the matter with them
02.10	take any necessary action to protect their own safety or that of other customers or colleagues from a difficult customer
understand how to deliver customer service to difficult customers	
03.01	describe the types of customer behaviour that they personally find difficult to deal with
03.02	identify reasons why some aspect of their organisations services or products may provoke difficult behaviour from customers
03.03	identify reasons why their customers own actions may cause them to behave in a way that is difficult to deal with
03.04	explain the meaning of having empathy for a customers feelings
03.05	identify who can be asked for help when dealing with a difficult customer
03.06	explain the difference between assertive, aggressive and passive behaviour
03.07	describe the importance of not simply quoting their organisations rules and procedures to counter their customers difficult behaviour
03.08	state their organisations limits of what will be tolerated from difficult customers before the transaction or relationship is closed
03.09	explain the importance of giving their manager or the appropriate colleagues notice of any further approaches from a difficult customer
03.10	identify when it might be necessary to take action to protect their own safety or that of other customers or colleagues from a difficult customer

Qualification Framework	:	RQF
Title	:	Maintain customer service through effective handover
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	27
Unit Credit Value	:	4
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: Y/601/1227 : Maintain customer service through effective handover

agree joint responsibilities in a customer service team	
Assessment Criterion - The learner can:	
01.01	identify services or products they are involved in delivering that rely on effective teamwork
01.02	identify steps in the customer service delivery process that rely on exchange of information between them and their colleagues
01.03	agree with colleagues when it is right to pass responsibility for completing a customer service action to another
01.04	agree with colleagues on how information should be exchanged between them to enable another to complete a customer service action
01.05	identify ways of reminding themselves when they have passed responsibility to a colleague for completing a customer service action
check that customer service actions are seen through by working together with colleagues	
02.01	access reminders to identify when to check that a customer service action has been completed
02.02	ensure that they are aware of all details of customer service actions their colleague was due to complete
02.03	ask their colleague about the outcome of them completing the customer service action as agreed
02.04	identify the next customer service actions if their colleagues have been unable to complete the actions they had previously agreed
02.05	work with colleagues to review the way in which customer service actions are shared
understand how to maintain customer service through effective handover	
03.01	explain their organisations customer service procedures for the services or products they are involved in delivering
03.02	identify the appropriate colleagues to pass responsibility to for completing particular customer service actions
03.03	describe ways of ensuring that information is passed between them and their colleagues effectively
03.04	identify ways to remind themselves of actions that need to be checked when they have passed on responsibility to a colleague
03.05	explain the importance of checking tactfully with a colleague whether they have completed the customer service actions they were expecting
03.06	identify opportunities for contributing to review the way customer service actions are shared in customer service processes

Qualification Framework	: RQF
Title	: Using the Internet
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 4
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/502/4297 : Using the Internet

Connect to the Internet	
Assessment Criterion - The learner can:	
01.01	Identify different types of connection methods that can be used to access the Internet
01.02	Identify the benefits and drawbacks of the connection method used
01.03	Get online with an Internet connection
01.04	Use help facilities to solve Internet connection problems
Use browser software to navigate webpages effectively	
02.01	Select and use browser tools to navigate webpages
02.02	Identify when to change settings to aid navigation
02.03	Adjust browser settings to optimise performance and meet needs
02.04	Identify ways to improve the performance of a browser
Use browser tools to search for information from the Internet	
03.01	Select and use appropriate search techniques to locate information efficiently
03.02	Describe how well information meets requirements
03.03	Manage and use references to make it easier to find information another time
03.04	Download, organise and store different types of information from the Internet
Use browser software to communicate information online	
04.01	Identify opportunities to create, post or publish material to websites
04.02	Select and use appropriate tools and techniques to communicate information online
04.03	Use browser tools to share information sources with others
04.04	Submit information online
Understand the need for safety and security practices when working online	
05.01	Describe the threats to system performance when working online
05.02	Work responsibly and take appropriate safety and security precautions when working online
05.03	Describe the threats to information security when working online
05.04	Manage personal access to online sources securely
05.05	Describe the threats to user safety when working online
05.06	Describe how to minimise internet security risks
05.07	Apply laws, guidelines and procedures for safe and secure Internet use
05.08	Explain the importance of the relevant laws affecting Internet users

Qualification Framework	: RQF
Title	: Using the Internet
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/502/4296 : Using the Internet

Connect to the internet	
Assessment Criterion - The learner can:	
01.01	Identify different types of connection methods that can be used to access the Internet
01.02	Access the Internet or intranet
Use browser software to navigate web pages	
02.01	Use browser tools to navigate webpages
02.02	Identify when to change browser settings to aid navigation
02.03	Adjust browser settings to meet needs
02.04	Use browser help facilities
Use browser tools to search for information from the internet	
03.01	Select and use appropriate search techniques to locate information
03.02	Outline how information meets requirements
03.03	Use references to make it easier to find information another time
03.04	Download and save different types of information from the Internet
Use browser software to communicate information online	
04.01	Select and use tools and techniques to communicate information online
04.02	Use browser tools to share information sources with others
04.03	Submit information online using forms or interactive sites
04.04	Identify opportunities to post or publish material to websites
Follow and understand the need for safety and security practices when working online	
05.01	Identify the threats to user safety when working online
05.02	Outline how to minimise internet security risks
05.03	Work responsibly and take appropriate safety and security precautions when working online
05.04	Keep personal information secure
05.05	Follow relevant laws, guidelines and procedures for the use of the Internet

Qualification Framework	: RQF
Title	: IT Communication Fundamentals
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/4292 : IT Communication Fundamentals

Select and use a variety of sources of information to meet needs	
Assessment Criterion - The learner can:	
01.01	Select and use appropriate sources of IT-based and other forms of information which match requirements
01.02	Describe different features of information
01.03	Recognise copyright and other constraints on the use of information
Access, search for, select and use Internet-based information and evaluate its fitness for purpose	
02.01	Access, navigate and search Internet sources of information purposefully and effectively
02.02	Use appropriate search techniques to locate relevant information
02.03	Use discrimination to select information that matches requirements and is fit for purpose
02.04	Evaluate information to make sure it matches requirements and is fit for purpose
Select and use IT to communicate and exchange information safely, responsibly and effectively	
03.01	Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience
03.02	Use IT tools to manage an address book and schedule activities
03.03	Manage storage of IT-based communications
03.04	Describe how to respond to common IT-based communication problems
03.05	Respond appropriately to common IT-based communication problems

Qualification Framework	: RQF
Title	: IT Communication Fundamentals
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/502/4291 : IT Communication Fundamentals

Use a variety of sources of information to meet needs	
Assessment Criterion - The learner can:	
01.01	Use appropriate sources of IT-based and other forms of information to meet needs
01.02	Identify different features of information
01.03	Recognise copyright constraints on the use of information
Access, search for, select and use Internet-based information and assess its fitness for purpose	
02.01	Access, navigate and search Internet sources of information purposefully and effectively
02.02	Use appropriate search techniques to locate and select relevant information
02.03	Outline how the information meets requirements and is fit for purpose
Select and use IT to communicate and exchange information	
03.01	Create, access, read and respond appropriately to e-mail and other IT-based communication
03.02	Use IT tools to maintain an address book and schedule activities

Qualification Framework	: RQF
Title	: Using Email
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/502/4299 : Using Email

Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Use software tools to compose and format e-mail messages
01.02	Attach files to e-mail messages
01.03	Send e-mail messages
01.04	Identify how to stay safe and respect others when using e-mail
01.05	Use an address book to store and retrieve contact information
Manage incoming email effectively	
02.01	Follow guidelines and procedures for using e-mail
02.02	Identify when and how to respond to e-mail messages
02.03	Read and respond to e-mail messages appropriately
02.04	Identify what messages to delete and when to do so
02.05	Organise and store e-mail messages
02.06	Respond appropriately to common e-mail problems

Qualification Framework	: RQF
Title	: Using Email
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/4300 : Using Email

Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Select and use software tools to compose and format e-mail messages, including attachments
01.02	Determine the message size and how it can be reduced
01.03	Send e-mail messages to individuals and groups
01.04	Describe how to stay safe and respect others when using e-mail
01.05	Use an address book to organise contact information
Manage incoming e-mail effectively	
02.01	Follow guidelines and procedures for using e-mail
02.02	Read and respond to e-mail messages appropriately
02.03	Use email software tools and techniques to automate responses
02.04	Describe how to archive e-mail messages, including attachments
02.05	Organise, store and archive e-mail messages effectively
02.06	Respond appropriately to e-mail problems

Qualification Framework	: RQF
Title	: Using Collaborative Technologies
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/502/4378 : Using Collaborative Technologies

Stay safe and secure when using collaborative technology	
Assessment Criterion - The learner can:	
01.01	Follow guidelines for working with collaborative technology
01.02	Identify risks in using collaborative technology and why it is important to avoid them
01.03	Carry out straightforward checks on others online identities and different types of information
01.04	Identify when and how to report online safety and security issues
01.05	Identify what methods are used to promote trust
Set up and access IT tools and devices for collaborative working	
02.01	Set up IT tools and devices that will enable you to contribute to collaborative work
02.02	Identify the purpose for using collaborative technologies and expected outcomes
02.03	Identify which collaborative technology tools and devices to use for different communication media
02.04	Identify what terms and conditions apply to using
Prepare collaborative technologies for use	
03.01	Use given details to access collaborative technologies needed for a collaborative task
03.02	Adjust basic settings on collaborative technologies
03.03	Change the environment of collaborative technologies
03.04	Set up and use a data reader to feed information
03.05	Identify what and why permissions are set to allow others to access information
Contribute to tasks using collaborative technologies	
04.01	Contribute responsibly and actively to collaborative working
04.02	Contribute to producing and archiving the agreed outcome of collaborative working
04.03	Identify when there is a problem with collaborative technologies and where to get help
04.04	Respond to simple problems with collaborative technologies

Qualification Framework	: RQF
Title	: Using Collaborative Technologies
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 4
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/502/4379 : Using Collaborative Technologies

Stay safe and secure when working with collaborative technology	
Assessment Criterion - The learner can:	
01.01	Take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines
01.02	Explain what risks there may be in using collaborative technology and how to keep them to a minimum
01.03	Use appropriate methods to promote trust when working collaboratively
01.04	Carry out appropriate checks on others online identities and different types of information
01.05	Identify and respond to inappropriate content and behaviour
Plan and set up IT tools and devices for collaborative working	
02.01	Describe the purposes for using collaborative technologies
02.02	Describe what outcomes are needed from collaborative working and whether or not archiving is required
02.03	Describe the roles, IT tools and facilities needed for collaborative tasks and communication media
02.04	Describe the features, benefits and limitations of different collaborative technology tools and devices
02.05	Describe the compatibility issues in different combinations of collaborative tools and devices
02.06	Select an appropriate combination of IT tools and devices to carry out collaborative tasks
02.07	Connect and configure the combination of IT tools and devices needed for a collaborative task
Prepare collaborative technologies for use	
03.01	Describe what access rights and issues others may have in using collaborative technologies
03.02	Assess what permissions are needed for different users and content
03.03	Set up and use access rights to enable others to access information
03.04	Set up and use permissions to filter information
03.05	Adjust settings so that others can access IT tools and devices for collaborative working
03.06	Select and use different elements to control environments for collaborative technologies
03.07	Select and join networks and data feeds to manage data to suit collaborative tasks
Contribute to tasks using collaborative technologies	
04.01	Describe rules of engagement for using collaborative technologies
04.02	Enable others to contribute responsibly to collaborative tasks
04.03	Present relevant and valuable information
04.04	Moderate the use of collaborative technologies
04.05	Archive the outcome of collaborative working
04.06	Assess when there is a problem with collaborative technologies and when to get expert help
04.07	Respond to problems with collaborative technologies

Qualification Framework	: RQF
Title	: Bespoke Software
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 6.2 ICT for Users
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/502/4396 : Bespoke Software

Input and combine information using bespoke applications	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
01.03	Respond appropriately to data entry error messages
Use appropriate structures to organise and retrieve information efficiently	
02.01	Describe what functions to apply to structure and layout information effectively
02.02	Select and use appropriate structures and/or layouts to organise information
02.03	Apply local and/or legal guidelines and conventions for the storage and use of data where available
Use the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, process and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Select and use appropriate methods to present information

Qualification Framework	:	RQF
Title	:	Deal with customers using bespoke software
Unit Level	:	Level 2
Unit Sub Level	:	None
Guided Learning Hours	:	33
Unit Credit Value	:	5
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: L/601/1225 : Deal with customers using bespoke software

prepare to deliver customer service using bespoke software	
Assessment Criterion - The learner can:	
01.01	sign on and open access to appropriate functions in the IT system
01.02	navigate the architecture and geography of the customer service site to ensure they can access all appropriate areas
01.03	explore screen or menu routes that are most appropriate for the customer service they are seeking to deliver
01.04	ensure that they are familiar with the software manual, help screens or help lines to know where to locate technical support when needed
01.05	prepare their work area to deliver customer service using bespoke software
deliver customer service using bespoke software	
02.01	identify their customer or the services or products they wish to access
02.02	follow organisational procedures to step through the system in a way that responds to their customers needs
02.03	use search or other specialist functions within the software to respond to customer requests
02.04	enter new records using the bespoke software system
02.05	amend customer service records in the bespoke software system
02.06	communicate with their customers in terms they can understand relating to the software system
02.07	follow organisational procedures to lead the conversation in a way that makes it easy to follow the paths and sequences of the bespoke software
02.08	interpret error messages and act on them to support their customer service
02.09	refer their customer to a colleague following organisational procedures if they are unable to complete the transaction
understand how to deal with customers using bespoke software	
03.01	describe access and sign-on routines for the bespoke software system
03.02	describe the architecture and geography of the bespoke software system
03.03	identify different screen or menu routes that can be followed to meet customer requirements
03.04	identify sources of support and help for the bespoke software including manuals, help screens and help lines
03.05	explain the importance of preparing a work area before delivering customer service
03.06	explain search or other enquiry facilities within the bespoke software system
03.07	state the importance of avoiding jargon and system terminology when communicating with customers
03.08	describe ways to respond to error messages when using a bespoke software system
03.09	identify referral points and sources of information when they are unable to meet customer needs using the bespoke software system

Barred Units

Barred Unit		Unit
Description	Source Unit	Target Units
	Using Email (M/502/4300)	Using Email (J/502/4299)
	Using Collaborative Technologies (A/502/4378)	Using Collaborative Technologies (F/502/4379)
	Bespoke Software (F/502/4396)	Deal with customers using bespoke software (L/601/1225)
	Using the Internet (T/502/4296)	Using the Internet (A/502/4297)
	IT Communication Fundamentals (D/502/4292)	IT Communication Fundamentals (Y/502/4291)