

Level:	6
TQT value:	90
Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
1 Identify and use organisational procedures to implement systems or processes that will deliver and improve customer service.	1.1 Identify, record and use organisational procedures to implement systems or procedures that will deliver and improve customer service for at least two of the following: <ul style="list-style-type: none"> – specifications – drawings – instructions and variations – feedback processes.
	1.2 Revise ways of improving customer service whilst implementing customer service systems and procedures.
	1.3 Describe how to identify organisational procedures, current legislation and official guidance relevant to delivering and improving customer service.
	1.4 Explain how to deliver and improve customer service by using identified information to implement and record systems or processes for the following: <ul style="list-style-type: none"> – organisational procedures – specifications – drawings – instructions and variations – feedback processes.
2 Give a consistent and reliable service that promotes a customer's confidence.	2.1 Give a consistent and reliable service and maintain records of how the provision of customer service promotes customer confidence
	2.2 Examine current customer procedures and systems to identify if they provide consistent customer service and evaluate the current methods used.
	2.3 Explain how to provide consistent levels of customer service.
	2.4 Explain how systems or procedures can be used effectively to provide a reliable level of customer service and promote customer confidence.

Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
3 Work with others to resolve customer services problems and communicate with customers.	3.1 Work with others to resolve customer service problems using at least two of the following forms of communication: <ul style="list-style-type: none"> – electronic – verbal – via a second person – feedback documents – group meetings.
	3.2 Describe how to work with others to resolve customer service problems using the following forms of communication: <ul style="list-style-type: none"> – electronic – verbal – via a second person – feedback documents – group meetings.
	3.3 Explain how to best communicate and share information with the following: <ul style="list-style-type: none"> – client, customer or their representative – contractors and sub-contractors – consultants – workforce.
4 Communicate with customers to provide information, check and record their satisfaction.	4.1 Communicate with customers to provide information, check and record satisfaction for at least two of the following actions: <ul style="list-style-type: none"> – corrective – referral – investigative – reactive – proactive.
	4.2 Explain how to communicate with customers to check and record satisfaction with the information provided for the following actions: <ul style="list-style-type: none"> – corrective – referral – investigative – reactive – proactive.
	4.3 Explain what checks can be undertaken to ensure that customers are satisfied with actions taken.

Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
5 Solve problems within existing systems or procedures that may affect customers before the customer becomes aware of them.	5.1 Investigate and collate information on the current customer procedures and systems to identify potential problems
	5.2 Apply rectification measures to procedures and systems to eliminate or reduce identified potential customer problems before the customer becomes aware of them.
	5.3 Describe how to identify problems within existing systems or procedures that may affect customers, including but not limited to: <ul style="list-style-type: none"> – current legislation – official guidance – organisational procedures – specifications – drawings – instructions and variations – feedback processes.
	5.4 Explain how to ensure problems in systems or procedures are resolved before customers become aware of them.
6 Confirm that the service given meets the customer's needs and expectations.	6.1 Establish the level of service expected by the customers and confirm it with them from the outset.
	6.2 Regularly communicate with customers to check that the service given has met their needs and expectations and record the outcomes.
	6.3 Explain ways of communicating with the customers to confirm that they are satisfied with the given level of service and that it meets their needs and expectations.
7 Inform and record any changes to customer service systems or procedures to those people responsible.	7.1 Inform and record any changes to customer service systems or procedures that will reduce the chance of problems being repeated to at least two of the following people responsible: <ul style="list-style-type: none"> – client, customer or their representative – contractors – consultants – sub-contractors – suppliers – workforce
	7.2 Describe how to identify recurring problems in customer service systems and procedures.
	7.3 Explain how to report on customer service systems and procedures to reduce the chance of problems being repeated.

Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
	7.4 Describe how best to inform the following about changes to customer service systems and procedures: <ul style="list-style-type: none"> – client, customer or their representative – contractors – consultants – sub-contractors – suppliers – workforce
8 Share information to maintain and improve standards of service delivery.	8.1 Share and record information to maintain and improve standards of service delivery with those people responsible.
	8.2 Explain how to improve and maintain standards of service delivery.
	8.3 Describe how to share information in order to maintain and improve standards of service with the following: <ul style="list-style-type: none"> – client, customer or their representative – contractors – consultants – sub-contractors – suppliers – workforce
9 Inform the people responsible about changes to customer service systems or procedures that will reduce the chance of problems being repeated.	9.1 Inspect repeat problems in customer service and amend customer service systems or procedures to minimise the chances of problems being repeated. Keep records of the changes that were made.
	9.2 Communicate with at least two of the following people responsible to inform them that systems or procedures have been amended in order to reduce the chance of problems being repeated: <ul style="list-style-type: none"> – the client, the customer or their representative – contractors – consultants – sub-contractors – suppliers – workforce – internal management.
	9.3 Explain the measures that could be taken to identify repeat problems with customer service.
	9.4 Evaluate available methods that allow changes to customer service systems or procedures which can reduce the chance of problems being repeated.
	9.5 Explain how to effectively report to people responsible about amendments to systems or procedures.

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
<p>10 Share and record information with people responsible to maintain and improve standards of service delivery.</p>	<p>10.1 Share the findings of the collated information and subsequent review to maintain and improve standards of service delivery to the following:</p> <ul style="list-style-type: none"> – client, customer or their representative – contractors and sub-contractors – consultants – workforce – internal management
	<p>10.2 Compare various ways that standards of service of service can be maintained and improved.</p>
	<p>10.3 Explain how information can be effectively shared with the people responsible in order to maintain and improve the standards of service delivery.</p>

Additional information about this unit	
Assessment Guidance	<p>This unit must be assessed in a work environment and in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment</p> <p>Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.</p> <p>Workplace evidence of skills cannot be simulated.</p>
Sector Subject Areas	5.2 Building and Construction
Availability for use	Shared unit
Unit guided learning hours	40