

Unit 8 Know the rules to follow when developing customer service

This Unit sits within the Customer Service Theme of Customer Service Foundations. This Theme covers the language and concepts of Customer Service as well as the organisational context and the external environment in which you have to work.

What this unit is about

The job of a customer service professional is to develop and improve customer service. However, this must be done within the framework of organisational procedures, regulation and legislation. Some of this framework applies only to your organisation, some applies to your industry sector and some is based on national regulation and legislation.

This unit is about what needs to be taken into account to ensure that developments and improvements take place within the rules.

Customer service standards

When you know the rules to follow when developing customer service you are able to:

8.1 Develop customer service following organisational rules and procedures

- 8.1.1 describe organisational policies and procedures that you would need to take into account to propose improvements or developments to customer service
- 8.1.2 describe how you would obtain authorisation to change customer service practices
- 8.1.3 explain the limits of your own authority and who else in the organisation would need to be involved if additional authority is needed for improvements or developments
- 8.1.4 explain how you would involve colleagues or service partners in the implementation of improvements or changes

8.2 Develop customer service following external regulation and legislation

- 8.2.1 explain relevant regulation and legislation relating to consumer protection
- 8.2.2 describe relevant regulation and legislation relating to data protection
- 8.2.3 explain relevant regulation and legislation relating to disability discrimination and equal opportunities
- 8.2.4 explain relevant regulation and legislation relating to diversity and inclusion and discrimination for reasons other than disability
- 8.2.5 explain relevant regulation and legislation relating to health and safety of customers and colleagues
- 8.2.6 explain the need to balance the requirements of regulation with the needs and objectives of your organisation
- 8.2.7 describe how you would incorporate relevant regulation and legislation when planning and implementing improvements and developments

Knowledge and understanding

The knowledge and understanding relating to this unit are contained in the Customer Service Standards above.

Key words and phrases for this unit

- ⇒ advanced knowledge of customer service
- ⇒ advanced understanding of customer service
- ⇒ understanding of policies and procedures
- ⇒ understand how improvements are made
- ⇒ know how developments take place
- ⇒ know how to negotiate
- ⇒ know and understand regulations
- ⇒ know and understand legislation
- ⇒ know and understand discrimination
- ⇒ know and understand health and safety
- ⇒ know and understand diversity