

Unit title: **Dealing With Product Enquiries in the Workplace**

Unit reference number: T/600/9081

QCF level: 2

Credit value: 10

Guided learning hours: 33

Unit summary

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in dealing with product enquiries in the workplace within the relevant sector of industry.

Assessment requirements/evidence requirements

This unit must be assessed in a work environment and in accordance with:

- the additional requirements for qualifications using the title NVQ in QCF
- the ConstructionSkills Consolidated Assessment Strategy for Construction and the Built Environment – Craft, Supervisory, Technical, Managerial and Professional Units and Qualifications with NVQ in the Qualification and Credit Framework (QCF) title and SVQs.

Assessors for this unit must use a combination of the following assessment methods:

- observation of normal work activities within the workplace that clearly confirms the required skills
- questioning the learner on knowledge criteria that clearly confirms the required understanding
- review other forms of evidence that can clearly confirm industry required skills, knowledge and understanding.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of occupational expertise and knowledge of dealing with product enquiries to be effective and reliable when confirming a learner's competence.

Workplace evidence of skills cannot be simulated

Assessment recording

Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Provide relevant and accurate information to customers/colleagues relating to the work</p>	<p>1.1 Provide written and/or spoken information to customers/colleagues related to the products and services relevant to the work</p> <p>1.2 Describe the organisational procedures developed to provide accurate information relevant to the work in relation to: providing information solving information related problems dealing with enquiries or complaints dealing with internal or external customers recording and reporting information concerning the enquiry or complaint</p> <p>1.3 Describe different types of information, their source and how they are interpreted in relation to: written and/or spoken information customer awareness related to relevant the products and services provided</p> <p>1.4 Describe the organisational procedures to solve problems with the information and why it is important they are followed</p>			
<p>2 Develop and maintain working relationships with customers/colleagues</p>	<p>2.1 Record meetings, conversations and correspondence with customers/colleagues, whilst maintaining confidentiality in accordance with organisational requirements</p> <p>2.2 Describe the organisational procedures for dealing with people within and outside the organisation who require products or services</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Follow organisational procedures when dealing with a product enquiry	<p>3.1 Deal with product enquiries within the limits of given authority and organisational guidelines</p> <p>3.2 Refer issues to the appropriate people when unable to deal with them</p> <p>3.3 Describe how to deal with enquiries and complaints relating to the products or services provided, within the limits of their authority and organisational guidelines, in relation to written and/or spoken correspondence from customers/colleagues</p>			
4 Comply with organisational procedures when dealing with difficult customer/colleague relationships	<p>4.1 Deal with difficulties in relationships with customers/colleagues within the limits of their authority</p> <p>4.2 Describe the organisational procedures to deal with difficulties in working relationships with customers</p>			
5 Ensure that customers/colleagues are informed on the progress of the enquiry	<p>5.1 Inform customers/colleagues of any changes to the delivery of products and/or services</p> <p>5.2 Describe how to carry out effective communications with customers, and the methods used, to inform them of any changes and the progress of the enquiry and/or complaint in relation to:</p> <p>written oral visual electronic</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
6 Ensure that reports and records meet the organisational requirements	<p>6.1 Report and record the actions taken to meet organisational requirements whilst dealing with the product enquiry</p> <p>6.2 Describe the organisational procedures for reporting and recording how enquiries or complaints have been dealt with in accordance with statutory requirements</p> <p>6.3 Describe the methods for reporting and recording any problems that may have occurred</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)