

Unit summary sheet

Unit G19: Support customer service improvements

Unit code: J/500/8975

Credit: 5

Unit aim

This unit is all about how the learner provides support for changes that their organisation has introduced. In addition, it covers how the learner presents their own ideas for improvements to someone in their organisation who can authorise trying out the change.

Evidence requirements

Please refer to the Assessment Strategy for Hairdressing NVQs and SVQs by HABIA in the *Sector Guidance*.

Additional information

The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G19 Support customer service improvements	
Learning outcome 1: Use feedback to identify potential customer service improvements	
Assessment criteria:	
1.1 gather informal feedback from their customers	
1.2 use customer feedback procedures to collect information from the customers	
1.3 use the information from customers to develop a better understanding of the customer's experience	
1.4 identify ways the service they give could be improved based on information they have gathered	
1.5 share their ideas for improving customer service with colleagues.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G19 Support customer service improvements	
Learning outcome 2: Implement changes in customer service	
Assessment criteria:	
2.1 identify a possible change that could be made to improve customer service	
2.2 present their idea for improving customer service to a colleague with the appropriate authority to approve the change	
2.3 carry out changes to customer service procedures based on their own idea or proposed by the organisation	
2.4 keep their customers informed of changes to customer service	
2.5 give customers a positive impression of changes that have been made	
2.6 work positively with others to support customer service changes.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G19 Support customer service improvements	
Learning outcome 3: Assist with the evaluation of changes in customer service	
Assessment criteria:	
3.1 discuss with others how changes to customer service are working	
3.2 work with others to identify any negative effects of changes and how these can be avoided.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
<p>Unit title G19 Support customer service improvements</p> <p>Learning outcome 4: Know and understand how to support customer service improvements</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
4.1 show that they know and understand how customer experience is influenced by the way service is delivered			
4.2 show that they know and understand how customer feedback is obtained			
4.3 show that they know and understand how to work with others to identify and support change in the way service is delivered			
4.4 show that they know and understand why it is important to give a positive impression to the customer about the changes made by their organisation even if they disagree with the changes.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date: