## Workplace Assignments

### Section A: Unit Standard Based Exposure

The aim of section A is to give learners the opportunity to obtain practical exposure to the unit standards comprising the qualification. This section therefore adds practical value to the learning material that deals with the theoretical and knowledge components of the various unit standards.

|  |  |
| --- | --- |
| **Specific outcomes** | Exposure required/ assignments/ tasks/ projects |
| SO1, AC 1 to 3 | Assignment A1: Demonstrate and understanding of company specific service levels |
| The learner must be able to explain the service levels as they apply in the organisation |
| The learner must be able to list and describe the requirements of the different service levels. |
| The learner must be able to describe the purpose of the different service levels as they apply to different customers |
| SO2, AC 1-4 | **Assessment A2:** Meet and maintain service levels |
| Learner has to show that s/he is able to implement service levels as they apply to the different customers of the company |
| Learner has to demonstrate that s/he is able to monitor the implementation of service levels to ensure that service levels are complied with |
| Learner has to meet targets as set by the organisation |
| Learner has to abide by the timeframes regarding service levels as set by the organisation |
| Learner has to be able to identify possible constraints that will prevent him/her and/or the team from meeting and maintaining service levels |

|  |  |  |
| --- | --- | --- |
| **Mentor** comments on the learner’s performance: (Please ensure that the learner has mastered this section fully before signing him/ her off). Also indicate any other projects/ assignments/ tasks given to the learner as part of his/ her development. | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
| Signature of mentor | Signature of Learner | Date completed |

### Section B: Additional Task Exposure Program

This section is designed to ensure that learners are exposed to the full ambit of tasks of their jobs. Try to expose the learner, on a rotational basis, to as many of these tasks that are applicable to your operation as possible. This will ensure an employee with a fairly broad knowledge and competence of the entire operation who can add more value to your department / organisation

| **AREA OF RESPONSIBILITY** | **TASKS** | **SECTION SUPERVISOR COMMENTS** |
| --- | --- | --- |
| Meet service levels | Meet individual targets |  |
| Assist others in the team to ensure that the team meets it’s targets |  |
| Resolve client queries in line with service level requirements |  |
| Report on progress as required by the organisation |  |
| Escalate queries as required |  |
| Follow up on outstanding problems as per company operating procedures |  |
| Keep up to date on information that is relevant to clients and service levels by checking wall-boards and other information systems |  |
| Keep up to date on product and service information by researching available information databases |  |
| Share knowledge and information with the team |  |
| Meet time deadlines as required by the organisation |  |
|  | Participate in meetings in order to resolve problems and make suggestions for improvement |  |
| Add any additional functions relevant to your operation |  |  |
|  |  |
|  |  |
|  |  |
|  |  |

### Section C: Additional Assignments

#### Assignment C1: Company specific service levels

|  |
| --- |
| SO1, AC 1 to 3 |

This is a practical workplace assignment. If you are not currently employed, volunteer your services, interview someone who is employed at a call centre or interview the manager of a call centre

* Explain service levels as they apply to your organisation: what service do you provide, and what are the levels of service as they apply to different clients, as well as the levels of escalation
* Also explain the requirements of each service level in terms of the following topics:
* management
* information systems
* sign-on time
* shift changes
* abandoned rate
* how success is measured
* Explain the purpose of the different service levels as they apply to the organisation

#### Assignment C2: Meet and maintain service levels

|  |
| --- |
| SO2, AC 2 to 4 |

* Explain how implementation processes are monitored in the organisation to ensure compliance
* Identify possible constraints in meeting and maintaining service levels as they would apply to the organisation
* Attach a copy of a report to prove that you consistently meet the service level time frames and targets. The report has to be signed by your supervisor. If you are not employed, request a copy of a report from the company you are interviewing or explain how this is reported.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Logbook 10313 | | | | | |
| **Date** | **Assignment No** | **Start** | | **Finish** | **Total Hours** |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
|  |  |  | |  |  |
| Date | Learner signature | Date | Mentor/supervisor signature | | |
|  |  |  |  | | |