**13873 LEARNER FORMATIVE ASSESSMENT PACK**

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| **Learner Name:**  |  |
| **Learner ID Number:**  |  |
| **Group:**  |  |
| **Date of Completion:**  |  |
| **Signature to verify that this is my own work:**  |  |

 The following unit standards have been identified and aligned to this training (please refer to your evidence matrix and Portfolio of Evidence for more information):

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| **Unit Std ID No.**  | **Unit** **Standard** **Title**  | **Specific Outcome**  | **Assessment Criteria**  | **NQF** **Level &** **Credits**  | **Evidence** **Provided/** **Referenced**  | **Learner** **Notes/** **Comments**  | **Assessment** **Decision** **C/NYC**  |
| 13873  | **Handle a range of customer complaint****s in** **Contact** **Centre**   | SO 1: Identify the customer’s problem   | 1. 2. 3. 4.  |  The nature of the complaint is identified and assessed. The origin of the complaint is identified Responsibility for action to solve the problem is taken The problem is documented according to company regulations and requirements  | 2 (4)  |  |   |  |
| SO2: Commit to solving the customer complaint  | 1. 2. 3.  |  Commitment to resolve the complaint is demonstrated. The customer is totally satisfied with the complaint process to date.. The customer provides support for both the individual and the customer  |  |  |  |
|   |  | SO 3: Arrange correct planning and solutions to the customer’s problems  | 1. 2. 3.  |  The correct solutions is applied to solve the customer’s problems Contact is maintained with all relevant stakeholders Correct solution is applied to the customer’s complaint within the agreed timeframe  |   |  |  |  |
|   |  | SO4: Communicate with all stakeholders  | 1. 2.  |  Relevant internal parties are notified of the complaint and its rooting Immediate superior is notified of the customer’s complaint for further action  |   |  |  |  |
|  |  |  | 3.  | The customer is communicated with regarding the outcome and progress of the solutions  |  |  |  |  |
|   |  | SO 5: Provide practical business solution  | 1. 2.  |  A partnership is arranged between other stakeholders and the organization, which enhances the solution of the customer’s problem Relationships are built by solving the customer’s complaint and by building sales.  |   |  |  |  |

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| Assessor Sign Off:  |   | Learner Sign Off & Date (Feedback):  |   |
| Date:  |   | Coach Sign Off & Date:  |   |
| Decision  |   | Moderator Sign Off & Date:  |   |

Comments/Notes:

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| **Class Activity 9: Identify the Nature and Origin of the Complaint** In small groups, complete the following:  | 13873.1.1,2   |
| 9.1 With your partner, apply the 5 Why’s technique to establish the root cause of a common customer problem: (Write the questions and answers below)               |
| 9.2 With your partner use the fact-finding questioning technique to uncover the relevant facts of a common customer problem (different to 9.2):

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| Are the effects general or specific in nature? How is this situation affecting employee morale? Does the problem appear to be simple or complex? Does it involve a single issue or multiple issues?  |   |
| Is the problem local or distant? Does this involve one location or several? Is this an isolated event or part of a series of widespread events?  |   |
| Is this a recent situation or has it been building up for a long time? Is the problem constant or intermittent? Is the problem impending or has it already happened?  |   |

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| 9.3 Make a decision as to what solution you will offer the customer based on your analyses in 9.1 and 9.2: 1. **Identify** the decision needed:

   1. **Gather relevant information**:

    1. **Develop criteria** for making a good decision: What does the policy say? What are the Standard Operating Procedures?

     1. **Develop options**:

    1. **Choose the best option**:

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| **Class Activity 10: Take Responsibility for Action to Solve the Problem** In small groups, complete the following:  | 13873.1.3   |
| Explain what you understand by “taking ownership” for a problem and describe how you take ownership for complaints in the course of your job:             |

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| **Class Activity 11: Document the Problem** In small groups, complete the following:  | 13873.1.4   |
| 11.1 List the information that needs to be documented for each and every call:          |
| 11.2 Describe the information that needs to be documented if a customer’s problem is complex:            |

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| **Class Activity 12: Be Committed to Resolve the Complaint to the Customer’s Satisfaction** In small groups, complete the following:  | 13873.2.1, 2   |
| Write the script for a typical conversation in which you let the customer know that you will be dealing with the complaint and that you will keep him/her informed of any progress:                      |

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| **Class Activity 13: Ensure Company Support in the Process** In small groups, complete the following:  | 13873.2.3   |
| Draw a flow diagram of the process a complaint will follow if it needs to get escalated:                        |

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| **Class Activity 14: Apply the Correct Solution to** **solve the Customer’s Problems** In small groups, complete the following:  | 13873.3.1, 2, 3   |
| Analyse each of the possible solutions you came up with in Activity 9.3 (no 4) in terms of the following criteria:  * For each possible option, what are the advantages/disadvantages for: (a) The customer?

(b) The company? * Which option is most likely to resolve the complaint?
* Does the chosen option fulfil the company’s obligations by honouring guarantees and/or warranties?
* Does the chosen option adhere to the company’s policies and procedures?
* Does the chosen option meet the customer's expectations?
* What impact will the chosen option have on the customer's relationship with the company?

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| **Class Activity 15: Communicate with All Stakeholders** In small groups, complete the following:  | 13873.4.1,2, 3   |
| Describe the communication process from the time the complaint is received until it is received by your superior:                           |

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| **Class Activity 16: Provide Practical Business Solutions** In small groups, complete the following:  | 13873.5.1, 2   |
| 16.1 Self-reflection exercise:  One of the recommendations for building world-class customer service is to hire the best staff.  How can you ensure that you become one of the “best in the business”?          |
| 16.2 Describe how your company can partner with suppliers to give the best possible service to customers.        |
| 16.3 Based on what you have learnt in this Module, list 3 things that you undertake to do to improve your relationships with your customers:        |

 Reflection

# Self Reflection

The purpose of reflection is for you to consider what you have learnt and how you will use it in the future. Answer the following questions as honestly as you can:

1. How would you apply what you have learnt during this module in the workplace?

1. What will you change in the way you work as a result of what you have learnt?

1. What was the most significant thing you have learnt?

1. What do you think you still need to learn more about? (Action Plan)