

SFJPSG6.1.4

Know the rules to follow when developing customer service



Overview

Government professionals working within operational delivery have the remit 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.

It reflects best practice within aspects of the PSG for operational delivery, and in particular to aspects of 'Customer Service'.

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Performance criteria

Develop customer service following organisational rules and procedures

You must be able to:

- P1 describe organisational policies and procedures that you would need to take into account to propose improvements or developments to customer service
- P2 describe how you would obtain authorisation to change customer service practices
- P3 explain the limits of your own authority and who else in the organisation would need to be involved if additional authority is needed or improvements or developments
- P4 explain how you would involve colleagues or service partners in the implementation of improvements or changes

Develop customer service following external regulation and legislation

You must be able to:

- P5 explain relevant regulation and legislation relating to consumer protection
- P6 describe relevant regulation and legislation relating to data protection
- P7 explain relevant regulation and legislation relating to disability discrimination and equal opportunities
- P8 explain relevant regulation and legislation relating to diversity and inclusion and discrimination for reasons other than disability
- P9 explain relevant regulation and legislation relating to health and safety of customers and colleagues
- P10 explain the need to balance the requirements of regulation with the needs and objectives of your organization
- P11 describe how you would incorporate relevant regulation and legislation when planning and implementing improvements and developments

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Knowledge and understanding

You need to know and understand:

K1 the knowledge and understanding relating to this unit are contained in the outcomes (above)

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