SFJZB3
Provide effective customer service in custodial environments

Overview	This standard is about dealing with customers; people who you, your team or your organisation provide a service to. It includes providing information, taking messages or providing other forms of support.

Customers can be people inside your organisation; people who are not part of your immediate team; people outside your organisation. Examples include official and personal visitors, other departments in your organisation and other organisations such as the courts, police, and probation service.

Customers are not individuals in custody.

Customers may need information and advice. They may be dissatisfied with a service. They may have complaints about services, products, you and your organisation.

There are three elements

1 Communicate with customers
2 Provide services to meet customer requirements
3 Help customers with their problems

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Performance criteria	**Communicate with customers**

You must be able to:

P1   address customers in accordance with your organisation's procedures

P2   communicate using different styles suited to each customer in accordance with your organisation's procedures

P3   check relevant security and confidentiality rules of different customers before moving forwards in accordance with your organisation's procedures

P4   assess specific problems communicating with customers in accordance with your organisation's procedures

P5   seek resolutions to communication problems in accordance with your organisation's procedures

P6   seek support for any problems you cannot deal with yourself from relevant people within organisational timescales

Provide services to meet customer requirements

You must be able to:

P7   obtain information about customers' needs in accordance with your organisation's procedures

P8   check vetting procedures have been completed before entering into service agreements with customers in accordance with your organisation's procedures

P9   check that you are dealing with the authorised person from organisations in accordance with your organisation's procedures

P10   agree services that are appropriate to customer's needs where required in accordance with your organisation's procedures

P11   check information you give customers is up-to-date in accordance with your organisation's procedures, and is within constraints of:

     P11.1   organisational rules on confidentiality

     P11.2   your level of authority

P12   provide services to customers that you have authorisation to do so in accordance with your organisation's procedures

P13   review services with customers to make sure they are satisfied in accordance with your organisation's procedures

P14   record what services were provided in accordance with your organisation's procedures, including:

P14.1   issues the services resolved

P14.2   all stages of customer service process

Help customers with their problems

You must be able to:

P15   seek assistance from relevant people when required in accordance with your organisation's procedures

P16   deal with customers in accordance with your organisation's procedures

P17   provide suitable solutions to problems in accordance with your organisation's procedures

P18   explain solutions to customers in accordance with your organisation's procedures

P19   agree ways forward to satisfy customers' needs in accordance with your organisation's procedures

P20   refer problems to relevant people where solutions have not been achieved in accordance with your organisation's procedures

P21   explain to customers what is happening at each stage of the process in accordance with your organisation's procedures

P22   complete agreed solutions in accordance with your organisation's procedures

P23   check customer satisfaction in accordance with your organisation's procedures

P23.1   check customer satisfaction

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Knowledge and understanding

You need to know and understand:

K1   why customer service is important

K2   who your customers are

K3   organisational procedures for dealing with customers

K4   the range of additional needs that your customers may have

K5   the importance of taking account of customers' additional needs

K6   how to take account of customers' additional needs

K7   how to present positive images of you and your organisation to customers

K8   why positive images are important

K9   the importance of dealing customers politely

K10   how to communicate with customers in ways to meet their needs

K11   the importance of body language when communicating with customers

K12   the importance for everyone involved to understand what is being said

K13   the types of problems that occur when communicating with customers

K14   how to identify and deal with communication problems

K15   the types of services your organisation provides to customers

K16   your role in supporting services your organisation provides

K17   the importance of being clear about what customers require

K18   the importance of identifying customers' needs

K19   the importance of recording customer's requirements

K20   how to check information is up to date

K21   the importance of providing services within agreed timescales

K22   the importance of checking that customers are satisfied with services

K23   what to do if customers are not satisfied with services

K24   legal requirements and organisational procedures for dealing with customer problems

K25   the importance of collecting as much information as possible about customers' problems

K26   what information should be collected

K27   the importance of showing empathy with customers

K28   the importance of explaining more than one solution with customers

K29   how to reach agreements with customers

K30 who to refer problems to

K31 the importance of letting customers know what is happening

K32 the importance of following through agreed solutions

K33 how to deal with customers through a variety of emotions

K34 organisational procedures for recording problems

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Additional Information

Glossary

Relevant people can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

Organisational procedures can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

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