

ASTLRICS2-6

Develop personal performance through delivering customer service



Overview

This unit comes from the Customer Service National Occupational Standards and is used in the level 2 Customer Service N/SVQ. This unit is relevant to all Land Registration staff.

This unit is about how you improve your customer service performance alongside the development of your personal skills.

The unit covers reviewing your performance, preparing and updating a personal development plan, undertaking development activities and obtaining feedback on your performance. Your personal development plan must be put into writing and confirmed by an appropriate person.

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Performance criteria

You must be able to:

Review performance in your customer service role

- P1 work with an appropriate person to establish what you need to know and be able to do to work effectively in your customer service role
- P2 identify and review situations from your own satisfactory and unsatisfactory customer service experiences
- P3 review the impact of your own behaviour in customer service situations
- P4 carry out a self assessment of your performance in your customer service role and identify your strength, weaknesses and development needs

Prepare a personal development plan and keep it up to date

- P5 identify your strengths, weaknesses and development needs with an appropriate persons
- P6 work with an appropriate person to draw up your own development objectives to improve your performance in your customer service role
- P7 construct a customer service personal development plan to progress towards your personal development objectives
- P8 regularly review your progress against your objectives with an appropriate person

Undertake development activities and obtain feedback on your customer service performance

- P9 complete development activities as identified in your customer service personal development plan
- P10 use your day to day experiences with your customers to develop your customer service performance
- P11 obtain feedback from an appropriate person on the achievement of your customer service development objectives
- P12 review and update your customer service personal development plan

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Knowledge and understanding

You need to know and understand:

- K1 what your customers' rights are and how these rights limit what you are able to do for your customer
- K2 the specific aspects of - health and safety, data protection, equal opportunities, disability discrimination – legislation and regulations that affect the way the products and services you deal with can be delivered to your customers
- K3 industrial, organisational and professional codes of practice and ethical standards that affect the way the products and services you deal with can be delivered to your customers
- K4 any contractual agreements that your customers have with your organisation
- K5 the products or services of your organisation relevant to your customer service role
- K6 the guidelines laid down by your organisation that limit what you can do within your job
- K7 the limits of your own authority and when you need to seek agreement with or permission from others
- K8 any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9 how to communicate in a clear, polite, confident way and why this is important
- K10 organisational systems and procedures for developing your personal performance in customer services
- K11 how your behaviour has an effect on the behaviour of others
- K12 how effective learning depends on a process of planning, doing and reviewing
- K13 how to review effectively your personal strengths and development needs
- K14 how to put together a personal development plan that will build on your strengths and overcome your weaknesses in area that are important for customer service
- K15 how to access sources of information and support for your learning
- K16 how to obtain useful and constructive personal feedback from others
- K17 how to respond positively to personal feedback

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Additional Information

Scope/range

This section describes the contexts in which you must be able to demonstrate competent performance. For this unit these are:

- 1 actively seeking feedback from an appropriate person to assess your personal strengths and development needs
- 2 taking account of the following when constructing your personal development plan
 - 2.1 information about the knowledge and skills relevant to your customer service role
 - 2.2 your own preferences for methods of learning
 - 2.3 your workload
 - 2.4 opportunities for learning on the job

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