

UNIT 227 (LEVEL 2 UNIT, 5 CREDITS)

SUPPORT CUSTOMERS USING SELF-SERVICE TECHNOLOGY

Elements in this unit

When you have completed this unit, you will have proved that you:

- 227.1** can identify the type of help needed by a customer using self-service technology
- 227.2** can assist a customer using self-service technology
- 227.3** understand how to support customers using self-service technology.

You should note

- 1** Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this unit. (Guidelines for a realistic working environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 – February 2010.)
- 2** You may collect the evidence for the unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3** You must provide evidence that shows you have done this over a sufficient period of time, with different customers on different occasions, for your assessor to be confident that you are competent.
- 4** The self-service technology used in your evidence may be any technology used outside the home to allow customers to interact with an organisation and help themselves. Examples include, but are not restricted to, scanning groceries, printing a boarding pass, printing photos, buying from an automated vending machine, and using an electronic kiosk to obtain information or conduct a transaction.

Assessed evidence

You need to show that you understand and are able to complete all the elements in this unit over a sufficient period of time, with different customers, on different occasions. Evidence may be gained through direct observation or products of work, recorded by your assessor and then referenced in the box below. On the next pages, these evidence references can be written in the relevant boxes of 'What you must cover', 'What you must do' and 'What you must know'.

Evidence reference	Evidence title	Assessment method

Assessment method key

O Observation **Q** Questioning **PE** Product Evidence
WT Witness Testimony **PD** Professional Discussion

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What you must cover

Evidence reference should be entered in the shaded areas below. You must cover **all** the points listed.

1 You must provide evidence of supporting customers who are:

a new to the use of self-service equipment for this particular purpose

b familiar with the use of self-service equipment for this particular purpose.

2 Your evidence must include examples of helping customers with difficulties caused by:

a the customer's use of the technology

b a system or equipment failure.

What you must do

Evidence reference should be entered in the shaded areas below. You must do **all** the points listed.

227.1 To identify the type of help needed by a customer using self-service technology, you must:

227.1.1 prepare a standard demonstration of using the self-service equipment

227.1.2 prepare to answer frequently asked questions about the operation of the self-service equipment

227.1.3 identify signs of when a customer is having difficulty with the self-service equipment

227.1.4 choose an appropriate style and level of intervention to help a customer who is having trouble using the self-service equipment.

227.2 To assist a customer using self-service technology, you must:

227.2.1 maintain a professional, polite and approachable manner while you observe customers using self-help technology

227.2.2 demonstrate use of the self-service equipment to a customer

227.2.3 respond to a request for help from a customer using self-help equipment

227.2.4 make use of staff override options to clear self-service equipment for use by customers

227.2.5 talk a customer through use of the self-service equipment while allowing them to operate it

227.2.6 invite a customer to repeat the operation of the self-service equipment if that helps them to learn

227.2.7 make positive and encouraging comments to a customer who is learning to use the self-service equipment

227.2.8 explain to your customer why certain actions and steps are needed to operate self-service equipment

227.2.9 troubleshoot problems with self-service equipment and report errors and issues to appropriate people.

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What you must know

Evidence reference should be entered in the shaded areas below. You must know **all** the points listed.

227.3 To understand how to support customers using self-service technology, you must be able to:

227.3.1 explain why your organisation chooses to offer customers self-service equipment

227.3.2 explain all aspects of normal operation of the customer self-service equipment

227.3.3 state frequently asked questions about operation of the self-service equipment and effective answers to those questions

227.3.4 describe techniques for giving an effective demonstration of self-service equipment

227.3.5 identify signals and signs that a customer needs help with self-service equipment

227.3.6 describe organisational procedures for using staff intervention to clear self-service equipment

227.3.7 explain the importance of building customer confidence in using self-service equipment

227.3.8 describe organisational procedures for dealing with self-service equipment problems.

Unit sign-off

The evidence for this unit is valid, sufficient and an authentic record of the candidate's current competence and has been assessed under the requirements of the assessment strategy.

I confirm that the evidence provided is a result of my own work.

Signature of candidate	Date
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I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor	Date
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Countersignature of assessor	Date
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Signature of IV (if sampled)	Date
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Countersignature of IV	Date
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Signature of EV (if sampled)	Date
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