

Open Awards Qualification Unit



This unit forms part of a regulated qualification. Click [here](#) to view qualifications.

1 Unit Details

Unit Title:	Customer Care
Unit Reference Number:	F/615/8433
Level:	Level 1
Credit Value:	2
Minimum GLH:	16

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the principles of good customer care	1.1 Describe why good customer care is important
	1.2 Demonstrate how to give good customer care in own role
	1.3 Outline how poor customer care can affect customers and organisations
	1.4 Describe the importance of making a good impression when dealing with customers
2. Be able to provide good customer care	2.1 Demonstrate good customer care when dealing with a range of customers
3. Be able to communicate positively with customers	3.1 Describe positive verbal and non-verbal ways of communicating with customers
	3.2 Outline the possible results of poor communication with customers
	3.3 Communicate with customers positively in different situations
4. Understand the importance of keeping to organisational policies and practice	4.1 Outline the importance of dealing with customer queries, requests and complaints in accordance with set policies and procedures