



Level 3

NVQ Occupational Standard for Policing and Law Enforcement (Stop and Search Vehicles)

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GRENADA

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INTRODUCTION

The Grenada National Training Agency (GNTA) as empowered by the GCTVET Act of 2009 is the agency mandated to co-ordinate, facilitate and enable the development and growth of Technical and Vocational Education and Training in Grenada Carriacou and Petite Martinique.

The Agency through modes of training intervention intends to help in ensuring that there exists a supply of trained and skilled workers to service labour market needs and thereby contribute to higher levels of productivity in the Grenadian economy. The organisation by way of policy seeks to have developed and approved occupational standards derived from industry specifications and to guide the training, assessment and certification within the Grenada TVET System.

The Grenada Council for Technical Vocational Education and Training (GCTVET) created by an ACT of parliament in 2009 is empowered to approve standards for the award certification leading to Caribbean Vocational Qualification (CVQ's) and National Vocational Qualification (NVQ's).

The GNTA has established industry lead groups responsible for vetting standards as well as specifying and recommending standards to be approved.

ABOUT THIS STANDARD

This is a National Vocational Qualification that is approved for training and certification in Grenada.

This standard was adapted and approved by the Grenada Council for Technical Vocational Education and Training (GCTVET) on 06th May, 2014.

These are some minor modifications made to accommodate the local context; however the overall content of the document is unchanged.



QUALIFICATION OVERVIEW

The NVQ Level 3 in Policing and Law Enforcement (Stop and Search Vehicles) is for individuals whose function in this sector requires well developed behavioural competencies but whose scope for independent decision making and for bringing about change is unlimited. Persons can operate independently at this level. Persons can also function in a supervisory level.

They are likely to be in roles where they are required to:

- plan and manage road checks
- stop vehicles whilst on foot
- check vehicles and their occupants
- carry out systematic searches of vehicles
- complete and maintain search documentation

Normally persons working at Level 3 should possess the knowledge and skill to perform in a wide range of contexts – complex and non-routine with considerable responsibility, autonomy and ability to guide others. The qualification covers competencies by providing services in Policing - Stop and Search Vehicles Level 3 as indicated in the competency standard.

Relevant occupations include:

- Police

The holders of this qualification will demonstrate a range of personal presentations and demonstrations of team work skills and literacy skills. To achieve this qualifications all core units must be achieved plus a minimum of two Level 1 electives, three Level 2 electives and one Level 3 elective must be completed. The nominal training hours are a guide for planning the delivery of training programmes.

Please note that certification can be gained through formal training or on- the- job experience by scheduling assessments with the Grenada National Training Agency (GNTA) Certified Assessors.



Packaging of Competency Standards for Vocational Qualifications

PBSS3005 NVQ Level 3 – Policing and Law Enforcement (Stop and Search Vehicles)

Unit Code	Unit Title	Mandatory /Elective
PB00037	Plan and Manage Road Checks	Mandatory
PB00038	Stop Vehicles Whilst on Foot	Mandatory
PB00039	Check Vehicles and Their Occupants	Mandatory
PB00040	Deal With Vehicles Which Fail to Stop	Mandatory
PB00041	Carry Out Systematic Searches of Vehicles	Mandatory
PB00042	Complete and Maintain Search Documentation	Mandatory
UO9602	Give Customers a Positive Impression of Yourself and Your Organisation	Mandatory

To achieve this qualification all mandatory units must be achieved and a minimum of one (1) elective must be achieved.

PB00037: Plan and Manage Road Checks

Unit Descriptor:

This unit deals with the skills and knowledge required to manage planned road checks to meet agreed operational objectives .It covers planning road checks in order that they can be carried out with minimum risks or negative impact on the community.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | |
|---|--------------------|---|
| 1 | Plan road checks | <ul style="list-style-type: none"> 1.1 Establish and agree on the objectives of the road checks with relevant persons in accordance with the workplace procedures 1.2 Conduct risk and community impact assessments in accordance with workplace procedures 1.3 Select appropriate locations and times to conduct road checks in accordance with the risk and assessment findings and workplace procedures 1.4 Identify and obtain the resources required to carry out the road checks in accordance with risk and assessment findings and workplace procedures 1.5 Make suitable arrangements for the welfare of all relevant persons and likely contingencies in accordance with workplace procedures 1.6 Communicate the objectives of the road checks and respective roles to all relevant persons involved |
| 1 | Manage road checks | <ul style="list-style-type: none"> 2.1 Communicate orders for advance warning signs to be suitably positioned in accordance with the risk and assessment findings and workplace procedures 2.2 Control and direct traffic and road users in accordance with workplace procedures 2.3 Conduct road checks in accordance with the agreed objectives and workplace procedures 2.4 Identify risks and respond to changes in circumstances in accordance with one's authority and workplace procedures 2.5 Debrief all relevant persons involved to identify the objectives achieved and lessons learned |

- 2.6 Record all actions, decisions and rationale in accordance with workplace procedures

RANGE STATEMENT

Contingencies include:

- vehicles failing to stop as instructed
- vehicles seeking to evade road checks
- arrest of drivers and/or occupants
- removal of vehicles which are non-compliant or whose driver has been arrested
- welfare of drivers and/or occupants

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation
- departmental orders

Relevant persons include:

- operatives
- agencies:
 - lead officer
 - senior officers

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to conduct risk assessments
2. how to conduct community impact and risk assessments
3. how to evaluate and select appropriate locations and times for road checks
4. how to conduct operational briefing and debriefing
5. how to organise, control and direct traffic and road users during road checks

EVIDENCE GUIDE

(1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- plan road checks
- conduct risk assessments
- organise, control and direct traffic and road users during road checks
- conduct community impact assessments

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00038: Stop Vehicles Whilst on Foot

Unit Descriptor:

This unit deals with the skills and knowledge required to instruct vehicles to stop whilst a law enforcement officer is on foot.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

1	Conduct a risk assessment of a vehicle and its occupants	1.1	Check and monitor the impact of stopping the vehicle within the community in accordance with workplace procedures
		1.2	Collate all available information about the vehicle and its occupants in order to assess the risks involved in stopping it
		1.3	Identify the risks involved in stopping vehicles within the community
2	Select location and stop vehicles	2.1	Select a suitable and safe location to stop the vehicle in accordance with workplace procedures and any critical factors that may affect the process
		2.2	Use the relevant factors to enhance the safety of oneself and other relevant persons in accordance with workplace procedures
		2.3	Stop the vehicle from an appropriate position, taking into account one's risk and any other critical factors in accordance with workplace procedures
		2.4	Monitor driver's response to stopping and take appropriate action where necessary within one's authority and workplace procedures
		2.5	Record all actions, decisions and rationale in with workplace procedures

RANGE STATEMENT

Relevant factors include:

- appropriate positioning
- possible escape routes and cover
- personal high visibility clothing
- equipment

Further action includes:

- check vehicle and its occupants
- summon assistance if vehicle fails to stop

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation
- department orders

• Relevant persons includes:

- operatives
- agencies:
- lead officer
- senior officers

Critical factors include:

- risk assessment
- road type,
- time of day or night ,
- traffic volume
- weather conditions

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in relation to stopping road vehicles whilst on foot
2. what are the current and relevant legislation and organisational requirements in relation to health and safety
3. what are the requirements of the highway code
4. what are the key priorities of the road policing strategy and how these impact on one's role
5. how to conduct risk assessments of vehicles and their occupants, and actions one can take to mitigate risk

EVIDENCE GUIDE

(1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- conduct a risk assessment of a vehicle and its occupants
- take the necessary action/s to mitigate risks
- choose an appropriate location to stop vehicles
- stop vehicles in accordance with the current and relevant legislation

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in

this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00039: Check Vehicles and Their Occupants

Unit Descriptor:

This unit deals with the skills and knowledge required to approach stopped vehicles safely; engaging the driver and/ or occupants; carrying out checks; examinations; searches and interviews and taking appropriate action in relation to any identified offences.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Approach stopped vehicles	1.1 Take actions to enhance the safety of oneself and all relevant persons including the use of appropriate factors
	1.2 Monitor the behaviour of the driver and occupants if any to identify an appropriate course of action within one's authority and workplace procedures
	1.3 Approach the vehicle where necessary and maximise the safety of oneself and all relevant persons in accordance with workplace procedures
	1.4 Select an appropriate location and positioning to engage the driver and/or occupants in accordance with workplace procedures
	1.5 Identify any risk throughout and take appropriate actions to mitigate the identified risks in accordance with workplace procedures
2 Check vehicles	2.1 Carry out vehicle checks to promotes public confidence and reassurance through high visibility presence, effective communication and professional conduct in accordance with workplace procedures
	2.2 Identify the vehicle, vehicle type, driver and any occupants and check relevant documentation in accordance with workplace procedures
	2.3 Check the vehicle and driver against national and local computer systems where available and carry out any relevant examination of the vehicle where necessary in accordance with workplace procedures
	2.4 Identify any offences relating to the vehicle, driver and occupants and take or instigate the appropriate action in accordance with workplace procedures

- 2.5 Search the vehicle, driver and occupants where appropriate and ensure that the appropriate support is provided for the immediate needs of the driver and occupants
- 2.6 Conduct relevant drink –drive procedures and initiate field impairment tests within appropriate timescales in accordance with workplace procedures
- 2.7 Collect and record information and intelligence in accordance with workplace procedures
- 2.8 Update all computer records and intelligence systems in accordance with workplace procedures
- 2.9 Complete all relevant paperwork and submit to the appropriate persons where necessary in accordance with workplace procedures
- 2.10 Release the vehicle, driver and occupants if and when appropriate in accordance with workplace procedures
- 2.11 Provide any necessary assistance to enable the driver to rejoin the carriageway safely in accordance with workplace procedures

RANGE STATEMENT

Documentation includes:

- driving license
- vehicle test certificate
- vehicle registration certificate
- insurance
- vehicle (excise) licence
- type approval
- operator's licence
- tachograph calibration
- seat belt exemption
-

Examination includes:

- construction and use requirements
- condition of the vehicle

Appropriate action includes:

- no further action
- advice
- verbal caution

Information includes:

- registration mark
- trade license
- manufacturers plate
- ministry plate
- vehicle identify number
- engine number
- chassis number

Appropriate factors:

- positioning,
- personal high visibility clothing
- equipment

Relevant persons include:

- lead officer
- senior officers
- agencies

- fixed penalty ticket
 - vehicle defect rectification
 - prohibition
 - immobilisation
 - interview under caution
 - report for summons
 - arrest
 - seizure of documents or driver records/data
- operatives
- Workplace procedures:
- standing orders
 - standard operation procedures
 - current legislation

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in relation to stopping road vehicles and their occupants
2. what are the current and relevant legislation and organisational requirements in relation to health and safety
3. what are the requirements of the highway code
4. how to approach vehicles safely
5. how to promote public confidence and reassurance using high visibility presence, effective communication and professional conduct
6. what are the range of actions to take in light of offences and how to decide and implement appropriate action
7. how to conduct drunk-drive procedures and initiate field impairment tests correctly

EVIDENCE GUIDE

- (1) **Critical Aspects of Evidence:**
Evidence should include a demonstrated ability to:
- identify vehicles, vehicle types, drivers and occupants
 - approach a vehicle safely
 - select appropriate locations and positioning to engage with drivers and/or occupants of vehicles
 - conduct risk assessments of vehicles and their occupants
 - take actions to mitigate risks
- (2) **Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00040: Deal With Vehicles Which Fail to Stop

Unit Descriptor:

This unit deals with the skills and knowledge required to prevent pursuits and only where necessary initiate pursuits of vehicles that have failed to stop on the requirements of a police officer and bringing them to a safe conclusion.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|--|-----|--|
| 1 | Prevent a vehicle pursuit | 1.1 | Observe and identify intelligence that suggest a subject vehicle is likely to be non compliant with instructions to stop in accordance with workplace procedures |
| | | 1.2 | Identify and evaluate the risk of a pursuit developing |
| | | 1.3 | Develop a strategy, request support and prepare contingency plans prior to a request to stop a subject vehicle in accordance with workplace procedures |
| | | 1.4 | Identify and request resources necessary to deploy preventative options in accordance with workplace procedures |
| | | 1.5 | Identify preventative options and ensure that they are appropriate for the relevant factors |
| | | 1.6 | Carry out preventative options in accordance with workplace procedures |
| 2 | Initiate and undertake a vehicle pursuit | 2.1 | Initiate the stopping procedure of a vehicle in accordance with workplace procedures where necessary |
| | | 2.2 | Communicate to the control room if a vehicle failed to stop in accordance with workplace procedures |
| | | 2.3 | Identify the necessity of pursuit taking into consideration all know factors and initiate the pursuit in accordance with workplace procedures |
| | | 2.4 | Identify the risk associated with the safe continuance of the pursuit and determine whether to continue or discontinue the pursuit |
| | | 2.5 | Identify the need for and request the resources necessary to resolve the pursuit safely in accordance with workplace procedures |

- 2.6 Use audible and visible warning equipment during the pursuit in accordance with workplace procedures
 - 2.7 Maintain appropriate levels of communication with the control room in accordance with workplace procedures
 - 2.8 Review the risk continually throughout the pursuit justifying the decision to continue or discontinue the pursuit
 - 2.9 Comply with any instruction or order given to you by the control room or manager of the pursuit
 - 2.10 Record all actions, decisions and rationale in accordance with workplace procedures
- 3 Bring the vehicle pursuit to a safe conclusion
- 3.1 Identify the tactical options available to conclude the pursuit safely in accordance with workplace procedures
 - 3.2 Identify the risk associated with each of the identified options taking into account the relevant factors as well as the health and safety of self and others
 - 3.3 Conduct an on-going review of and justify the tactical option to be used in accordance with workplace procedures
 - 3.4 Identify and request any additional resources and authorities required to bring the pursuit to a safe conclusion in accordance with workplace procedures
 - 3.5 Identify a suitable location and assume the role of a pursuit commander for the implementation of the tactic and communicate this to all concerned in accordance with workplace procedures
 - 3.6 Communicate the tactic and location to the control room and the pursuit manager where appropriate in accordance with workplace procedures
 - 3.7 Carry out the tactic using reasonable force if necessary in accordance with workplace procedures
 - 3.8 Respond appropriately to developments in the pursuit and identify any risks, changing tactics or discontinuing the pursuit where appropriate
 - 3.9 Record all actions, decisions and rationale in accordance with workplace procedures

RANGE STATEMENT

Prevent a vehicle pursuit includes:

- road type
- motorways and dual carriageways
- major and minor roads
- urban settings

Relevant factors include:

- road type,
- time of day or night,
- traffic volume,
- road surface,
- visibility
- weather conditions

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

Relevant persons include:

- lead officer
- senior officers
- agencies
- operatives

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in relation to driving police vehicles, the conduct of pursuits and using reasonable force
2. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in conducting pursuits and using reasonable force
3. what are the current and relevant legislation and organisational requirements in relation to health and safety of oneself and others
4. what are the requirements of the Highway Code and the principles of road craft
5. what are the procedures and protocols for communicating with others before and during pursuits
6. what are the different strategies, contingency plans and options available to prevent pursuits developing
7. what is the criteria for initiating a pursuit

EVIDENCE GUIDE

(1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- use audible and visual warning devices to best effect during pursuits
- drive pursuit vehicles safely and efficiently
- carry out a commentary on a pursuit
- conduct stopping procedures correctly

(1) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(2) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00041: Carry Out Systematic Searches of Vehicles

Unit Descriptor:

This unit deals with the skills and knowledge required to carry out systematic searches of vehicles in a legal and ethical manner using approved search methods.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

1	Prepare to conduct a systematic search	1.1	Identify the grounds and legal authority to carry out the search
		1.2	Prepare a systematic search plan in accordance with the circumstances and workplace procedures
		1.3	Identify the risks involved to conduct the search and take appropriate action where necessary in accordance with workplace procedures
		1.4	Maintain the health and safety of self and relevant persons prior to the search in accordance with workplace procedures
		1.5	Inform the relevant persons present of the purpose and grounds for the search and inform them of their rights in accordance workplace procedures
2	Conduct systematic searches	2.1	Conduct the search in accordance with the workplace procedures and diversity
		2.2	Maintain the health and safety of oneself and other relevant persons during and after the search in accordance with workplace procedures
		2.3	Communicate with all relevant persons and conduct the search systematically in accordance with approved and appropriate search methods and workplace procedures
		2.4	Take appropriate action in respect to finds and contingencies in accordance to workplace procedures
		2.5	Package and store any evidence seized to maintain integrity and continuity in accordance with workplace procedures
		2.6	Conclude the search procedures and leave the vehicle in an appropriate condition in accordance with workplace procedures

- 2.7 Document all decisions, actions, options and rationale in accordance with workplace procedures

RANGE STATEMENT

Finds include:

- intelligence
- persons
- non-explosive material that may be required for evidence
- explosives
- firearms

Workplace procedures include:

- current legislation
- standing orders
- standing operation procedures

Relevant persons include:

- operatives
- agencies
- senior officers
- lead officers

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in relation to driving police vehicles, the conduct of pursuits and using reasonable force
2. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines in conducting pursuits and using reasonable force
3. what are the current and relevant legislation and organisational requirements in relation to health and safety of oneself and others
4. what are the requirements of the Highway Code and the principles of road craft
5. what are the procedures and protocols for communicating with others before and during pursuits
6. what are the different strategies, contingency plans and options available to prevent pursuits developing
7. what is the criteria for initiating a pursuit

EVIDENCE GUIDE

(1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- conduct systematic searches
- maintain the health and safety of oneself and other relevant persons during and after the search
- package and store evidence seized to maintain integrity and continuity

(1) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(2) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

U09602: Give customers a positive impression of yourself and your organisation

Unit Descriptor:

Excellent customer service is provided by people who are good with people.

Your behaviour affects the impression that customers form of the service they are receiving.

This unit is all about communicating with customers and giving a positive impression of yourself whenever you deal with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides.

All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression, respond to us and give us good information. Every detail of your behaviour when dealing with a customer counts and this unit gives you the opportunity to prove that you can create that positive impression.

ELEMENT	PERFORMANCE CRITERIA
1. Establish effective relationships with customers	<p><i>To be competent you must achieve the following:</i></p> <p>1.1 Meet your organisation's standards for appearance and behaviour.</p> <p>1.2 Greet your customers in a way that will make them feel welcome and shows that you are interested in serving them.</p> <p>1.3 Communicate with your customers in a manner that makes them feel valued and respected.</p> <p>1.4 Identify and confirm the needs and expectations of your customers.</p> <p>1.5 Treat your customers courteously and helpfully even when you are working under pressure.</p> <p>1.6 Maintain communication with customers to ensure that they are kept informed and reassured.</p>

- 1.7 Adapt your behaviour to respond effectively to different customer behaviour.
2. Respond appropriately to customers
 - 2.1 Respond appropriately to **customers** who indicate that they need or want your attention.
 - 2.2 Select an appropriate way of **communicating** with your customers to suit their individual needs.
 - 2.3 Respond promptly and positively to your customers' questions and comments.
 - 2.4 Allow your customers time to consider your response and give further explanation when appropriate.
 - 2.5 Check with your customers that you have fully understood their needs and expectations.
3. Communicate information to customers
 - 3.1 Locate information that will help your **customers** quickly.
 - 3.2 **Communicate** to your customers the information they need about the products or services offered by your organisation.
 - 3.3 Recognise information that your customers might find complicated and check whether they fully understand.
 - 3.4 Explain clearly to your customers any reasons why their needs and expectations cannot be met.

RANGE STATEMENT

You must cover the items below:

Element 1: Establish effective relationships with customers

A. Types of customers: *(Also applies to Elements 2 and 3)*

- (i) have different needs and expectations
- (ii) appear angry
- (iii) appear confused
- (iv) behave unconventionally

B. Communicate by: *(Also applies to Elements 2 and 3)*

- (i) face-to-face methods (including verbal and non-verbal communication)
- (ii) using the telephone
- (iii) using written (including electronic) methods

C. Give customers a positive impression: *(Also applies to Elements 2 and 3)*

- (i) during routine delivery of customer service
- (ii) during a busy period for your organisation
- (iii) during a quiet period for your organisation
- (iv) when people, systems or resources have let you down
- (v) when dealing with unusual variations to normal customer enquiries
- (vi) when dealing with customer complaints
- (vii) when dealing with customer enquiries that contain aspects outside your immediate job responsibilities

UNDERPINNING KNOWLEDGE AND SKILLS

Legislation and regulations

1. What are your customers' rights.
2. What are the specific aspects of :
 - a. health and safety
 - b. data protection
 - c. equal opportunities
 - d. disability discrimination, legislation and regulations that affect the way the products and services you deal with can be delivered to your customers.
3. What are the industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers.
4. What are the contractual agreements, if any; customers have with your organisation.

Products and services

5. What are the products or services of your organisation relevant to your customer service role.

Organisational procedures/guidelines

6. What are the guidelines laid down by your organisation that limits what you can do within your job.
7. What are the limits of your own authority and when do you need to seek agreement with or permission from others.
8. What are the organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met.
9. What are your organisation's standards for appearance and behaviour.
10. What are your organisation's guidelines for recognising customers' needs and expectations and responding positively to them.

Communication

11. How would you communicate in a clear, polite, confident way and why this is important.
12. What are the rules and procedures regarding the methods of communication you use.
13. How would you recognise when a customer is angry and confused.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have performed over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent in meeting all the performance criteria across all aspects of the range.

You must provide evidence of creating a positive impression with customers:

- a. during routine delivery of customer service
- b. during a busy period for your organisation
- c. during a quiet period for your organisation
- d. when people, systems or resources have let you down
- e. when dealing with unusual variations to normal customer enquiries
- f. when dealing with customer complaints
- g. when dealing with customer enquiries that contain aspects outside your immediate job responsibilities.

You also need to show that you have dealt with customers who:

- h. have different needs and expectations
- i. appear angry
- j. appear confused
- k. behave unconventionally

You will need to show in your evidence that you have worked within the rules, regulations and guidelines of your organisation and, where your knowledge of these is limited, you will need to show that you have gone to others for help or advice.

Your communication with customers may be face-to-face, in writing, by telephone, e-mail, internet or by any other method you would be expected to use within your job role.

You must prove that you communicate with customers effectively by providing evidence that you:

- l. use appropriate spoken or written language
- m. apply the rules and procedures suitable for the method of communication you have chosen.

Your evidence must show that you have applied the knowledge and understanding requirements when you are dealing with your customers.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor recording how you create a positive impression with customers.
- Copies of your written communications with customers.

Supplementary evidence for this unit could include:

- Witness testimonies from your manager that provide evidence of how you have consistently been able to positively respond to a wide range of customers and their needs in a variety of context over a period of time.
- Witness testimony from customers on how you have created a positive impression of yourself and your organisation while serving them.
- Case histories and personal statements which show how you have created a positive impression with different customers in different circumstances.
- A professional discussion with your assessor using examples of how you have been able to effectively deal with difficult customers.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.