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Institiúid Teicneolaíochta Leitir Ceánainn
Letterkenny Institute of Technology

RPL Assessment Sheet

Learner Name:

PPS Number:

Student Number:
(if LYIT student)

Programme: **BA Administrative Management**

Module: **Customer Care**

No of Credits: **5**

Assessed by: **Ann Sweeney**

Result:

Date:



For each learning outcome the assessor should ask himself/herself in what way does the applicant's evidence reflect each learning outcome?

Score 0-5

- 0. Not at all. Absolutely no evidence of learning reflected.**
- 1. Very little evidence of learning outcomes in portfolio**
- 2. Applicant provides only a moderate level of evidence**
- 3. Applicant provides quite a detailed level of evidence for the learning outcome**
- 4. Good level of evidence and information is illustrated in a professional manner for this particular learning outcome.**
- 5. Applicant provides complete understanding of the learning outcome. To get this grade applicant must also provide evidence in interview.**

(Each learning outcome is graded on a score from 0-5. It is possible to achieve interim grades such as .5, 1.5, 2.5 or 3.5)



Table 1 Portfolio Score Sheet

To be filled in by Assessor after correcting portfolio. Identify any specific areas or gaps in information provided and make a note under the Comment section.

Applicant's Name: *Joan Smith*

Learning Outcome	Score	Comment
<p>Learning Outcome 1 Describe Fundamentals of Customer Care</p> <ul style="list-style-type: none"> • Explain what you believe Customer Care is? • Describe the importance of customer care? • How important is customer care in your organisation? • How is customer care managed in your organisation? • Consequences of Good/bad customer care. 		
<p>Learning Outcome 2 Discuss customer needs and customer expectations</p> <ul style="list-style-type: none"> • How does your organisation determine customer needs and expectations? • How do you measure if customer needs have being met? 		



Learning Outcome 3	Score	Comment
Describe the customer focused attitude <ul style="list-style-type: none">• How to be customer focused – listening, communicating, measuring customer satisfaction, exceeding customer satisfaction.• Importance of training employees & empowering employees in customer care		
Learning Outcome 4 Demonstrate effective communication skills <ul style="list-style-type: none">• Describe the importance of first impressions in Customer Care• How do you establish Rapport with customers• Importance of Positive body language		
Learning Outcome 5 Identify strategies for successful recovery <ul style="list-style-type: none">• Give an example when an encounter with a customer didn't go right and how did you recover from this.• Dealing with complaints.		



<p>Learning Outcome 6</p> <p>Describe Customer Care strategies</p> <ul style="list-style-type: none">• Putting customer first• Getting it right first time• Using customer care to distinguish from competition		
<p>Learning Outcome 7</p> <p>Demonstrate how a professional service is provided</p> <ul style="list-style-type: none">• Relationship management• Rewarding customer loyalty		



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Applicants Final Score

(Each learning Outcome worth 5 points)

Learning Outcome 1:

Learning Outcome 2:

Learning Outcome 3:

Learning Outcome 4:

Learning Outcome 5:

Learning Outcome 6:

Learning Outcome 7

Total Points

% Mark _____

Signed _____

Date: _____