

## A6CCR: Client Communication and Relationships

Module Code:	A6CCR
Long Title	Client Communication and Relationships <b>APPROVED</b>
Title	Client Communication and Relationships
Module Level:	LEVEL 6
EQF Level:	5
EHEA Level:	Short Cycle
Credits:	10
Module Coordinator:	JONATHAN BRITTAIN
Module Author:	JONATHAN BRITTAIN
Departments:	School of Business
Specifications of the qualifications and experience required of staff	
<b>Learning Outcomes</b>	
<i>On successful completion of this module the learner will be able to:</i>	
<b>#</b>	<b>Learning Outcome Description</b>
LO1	Demonstrate a client focus and seek to constantly improve the client experience
LO2	Establish themselves as a reliable point of contact for internal and external clients
LO3	Explain and justify decisions and actions to specialists and non-specialists, in a professional manner;
LO4	Meet, as well as manage, internal and external client expectations;
LO5	Maintain effective relationships when interacting with clients in all circumstances, whether familiar, unfamiliar, foreseen or unforeseen;
LO6	Identify, clarify, record and acknowledge complaints in line with organisational procedures;
LO7	Promote, progress, raise awareness and / or report of issues or complaints that have been cited by internal and external clients to team members and / or leaders (as appropriate);
LO8	Differentiate between issues that can be managed locally and is within their remit, and those issues that are outside of their role to resolve.
<b>Dependencies</b>	
<b>Module Recommendations</b>	
No recommendations listed	
<b>Co-requisite Modules</b>	
No Co-requisite modules listed	
<b>Entry requirements</b>	

## A6CCR: Client Communication and Relationships

Module Content & Assessment			
Indicative Content			
<b>Overview</b> Apprentices will interact with a variety of customers / clients (internal and external) and this module aims to promote the development of effective relationships with clients and key contacts, and the management and resolution of issues through effective communication. The Occupational Profile for an IFS Associate identifies skills in customer communication and relationships as being a central to the role.			
<b>Topics to be covered</b> Client Service & Client Service Expectations; Service Level Agreements; Task framework / structure; Client Communication; Client / professional standards and communication etiquette ; Answering and addressing Client concerns; Complaints Handling; Escalation Points; SOP's and Job Aids for Client Interaction;			
Assessment Breakdown			%
Workplace Assessment			100.00%
<b>Assessments</b>			
Full Time			
No Coursework			
No End of Module Assessment			
Workplace Assessment			
<b>Assessment Type:</b>	Portfolio	<b>% of total:</b>	100
<b>Assessment Date:</b>	n/a	<b>Outcome addressed:</b>	1,2,3,4,5,6,7,8
<b>Non-Marked:</b>	No		
<b>Assessment Description:</b> The assessment for this module will comprise the generation of a Work-Based Portfolio. The portfolio will be organised and evidenced by the Learner, with Mentor and Supervisor support and guidance. A range of varied evidence can be presented to satisfy the learning outcomes. Suitable evidence for the Work-Based Portfolio for this module include: • evidenced interactions with clients; client feedback; client communications; role play and simulation; witness statements; narrative describing client interactions. • Evidence of complaint handling and resolution; Q & A; witness statement; narrative describing events of complaint handling and resolution.			
Reassessment Requirement			
<b>Coursework Only</b> This module is reassessed solely on the basis of re-submitted coursework. There is no repeat written examination.			

## A6CCR: Client Communication and Relationships

Module Workload				
Module Target Workload Hours 0 Hours				
Workload: Part Time				
Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Seminars	A Work-Based Portfolio tutorial will be delivered each week of their attendance at college in the two academic years, for one hour. The aim of this tutorial is to guide, support, and monitor the progress of learners toward the achievement of their work-based modules. The tutorial is delivered by the learner's assigned Academic Supervisor. In addition, the Academic Supervisor will monitor the progress of the learner in the generation of evidence and completion of the module	26	Every Week	26.00
Workbased learning	A combination of one-to-one meetings with workbased mentor and on the job learning. the Workplace Mentor will formally monitor progress once a month, at a minimum.	157	Every Week	157.00
Directed Learning	Directed elearning	15	Every Week	15.00
Independent Learning	No Description	50	Every Week	50.00
Lecturer-Supervised Learning (Contact)	Academic Supervisor visits	2	Every Week	2.00
Total Weekly Contact Hours				200.00

Module Resources	
<i>This module does not have any book resources</i>	
<i>This module does not have any article/paper resources</i>	
<i>Other Resources</i>	
<p>The IFS employing organisation will be the main source of supporting resources. Commonly IFS organisations have e-learning resources that can be accessed to support learning, as well as other learning supports..</p>	
Discussion Note:	