

Treating Customers Fairly(TCF) Training for professionals

2021/03/31

Unit Standard Title / Programme Name:	-
Unit Standard ID:	-
Last day of achievement:	-
NQF Level:	-
Credits:	-
Notional Hours:	-

Specific Outcome	Assessment Criteria	Learner Guide	Formative Assessment	Questions Type	Summative Assessment V1	Questions Type	Summative Assessment V2	Questions Type
Introduction to TCF	What is TCF	1.1, 1.2, 1.3			1, 2, 3, 4, 5, 6, 7,	MC, TF,		
	What is the purpose of TCF	2.1			6	MC		
What are the 6 TCF outcomes firms are expected to demonstrate and how this impacts the employee	List the 6 TCF outcomes	2.1			6	MC		
	Customers can be confident they are dealing with firms where TCF is central to the corporate culture	2.2			8	TF		
	Products & services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly	2.3			9, 10	TF, MAT		
	Customers are provided with clear information and kept appropriately informed before, during and after point of sale	2.4			11	MC		

	Where advice is given, it is suitable and takes account of customer circumstances	2.5			12	MC		
	Products perform as firms have led customer to expect, and service is of an acceptable standard and as they have been led to expect	2.6			13	TF		
	Customer do not face unreasonable post-sale barriers imposed by firms to change product, switch providers, submit a claim or make a complaint	2.7			14	TF		
Appropriate action in the event of non-compliance or arising of deficiencies	What are the penalties for non-compliance with the TCF outcomes	2.8			15, 16	TF, MC		

MC: Multiple Choice
 ESS: Essay Long Question
 WPA: Workplace Application
 OTJ: On the Job

TF: True or False
 KNO: Knowledge
 FAB: Fit Column A to Column B
 MAT: Matching

SQ: Short Question
 INT: Interpretation
 GW: Group Work