Assessment Requirements for AHCMER401 Coordinate customer service and networking activities

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- access and apply customer service policies and procedures
- respond to customer feedback and complaints
- develop and use networks to source goods and services
- provide value for the customer in sourcing and supplying goods and services
- maintain records of customer feedback and interactions

Knowledge Evidence

The candidate must demonstrate knowledge of:

- relevant legislation, codes and enterprise policies
- the organisation's business structure, products and services
- customer service systems/procedures including the continuous quality improvement framework, together with some knowledge of the customer population and how the system applies to delivering customer service to that customer population
- the principles of customer service
- the principles of effective communication in relation to listening, questioning and non-verbal communication
- the individual's role in delivering customer service
- techniques for dealing with customers with special needs
- techniques for building relationships of trust and mutually acceptable outcomes
- related organisations, agencies and networks
- the principles and operations of networks

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72