Australian Government

Assessment Requirements for ICTWOR308 Provide customer service to telecommunications customers

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Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Performance Evidence

The candidate must demonstrate the ability to perform the tasks outlined in the elements, performance criteria, and foundation skills, and to:

- provide routine telecommunications customer services in a professional manner
- document and record concerns and solutions according to enterprise guidelines and escalation procedures
- identify customer needs using appropriate interpersonal skills
- provide prompt service to address customer needs according to enterprise requirements
- identify opportunities to increase the quality of service and products
- respond to and record all customer feedback according to relevant standards, and enterprise policies and procedures.

Note: Evidence must be provided at least once when a specific volume or frequency is not stated.

Knowledge Evidence

The candidate must demonstrate the knowledge required to perform the tasks outlined in the elements, performance criteria, and foundation skills, which includes knowledge about:

- telecommunications customer equipment and their general features and capabilities
- enterprise systems and telecommunications work environment
- key provisions of relevant legislation from all forms of government that apply to providing customer service
- enterprise policies and procedures relating to the customer service process
- range of typical issues and challenges that can arise when providing customer service in the telecommunications industry.

Assessment Conditions

Skills must be assessed in a workplace or simulated environment where conditions are typical of those in a telecommunications work environment or workplace.

Access is required to:

- workplace documents, enterprise policies and procedures for customer service
- examples of customer feedback
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2