



Australian Government

Assessment Requirements for MSMPMC326 Deliver customer service

Release: 1

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Modification History

Release 1. New unit. Supersedes and is equivalent to PMC562081 Deliver customer service

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- identified and responded to at least 2 customer enquiries
- recommended and implemented at least 2 customer service improvements.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- role of the quality system in meeting customer requirements
- types and characteristics of products and services provided by the organisation
- impact of production processes and normal operating parameters on customer service
- communication techniques, including:
 - listening
 - questioning
 - answering
 - providing feedback
 - non-verbal communication
- organisation procedures relevant to customer service, including:
 - quality assurance
 - complaints handling
 - continuous improvement
 - ordering and delivering products.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guides are available at VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>