



**Australian Government**

# **Assessment Requirements for NWPIRR051 Provide and promote customer service**

**Release: 1**

# Assessment Requirements for NWPIRR051 Provide and promote customer service

## Modification History

Release	Comments
1	<p>These Assessment Requirements were released in NWP Water Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"> <li>Assessment Requirements created drawing upon specified assessment information from superseded unit</li> </ul>

## Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- negotiating and resolving disputes or minimising the concerns of customers
- applying interpersonal skills
- communicating effectively in a diverse work force
- applying problem solving skills
- applying dispute resolution skills
- reporting on customer issues
- identifying both internal and external customers
- communicating effectively with internal and external customers according to organisational procedures and standards
- preparing resources and planning work to meet customer requirements
- managing and reporting customer complaints according to organisational procedures
- reviewing customer service and customer satisfaction
- contributing to improvements in customer service standards

## Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- relevant acts and by-laws that impact customer service
- organisational policies, procedures, standards and quality systems
- problem solving strategies

- communication techniques
- performance management systems

## Assessment Conditions

Competency should be assessed in an actual workplace or in a simulated environment, with access to equipment and infrastructure appropriate to the outcome. Competency should be demonstrated over time to ensure the candidate is assessed across a variety of situations.

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

## Links

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

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