Australian Government

NWPIRR051 Provide and promote customer service

Release: 1

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Modification History

Release	Comments
1	This unit was released in NWP Water Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to NWP300B Provide and promote customer service. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to respond effectively to the needs of internal and external customers by the application of the organisation's standards and processes. The ability to solve problems, communicate effectively and seek opportunities to improve service to customers is essential to performance.

This unit applies to those working as field staff with specific responsibility for the provision of customer service to customers and suppliers of the organisation.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit work under supervision, while performing routine tasks in familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Irrigation

Elements and Performance Criteria

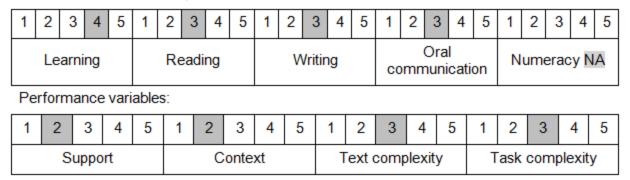| ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Apply organisational customer service standards	1.1 Check the organisation's plans, policies and procedures relating to customer service and apply them. 1.2 Explain the features, benefits and application of the organisation's products and services to customers. 1.3 Apply the organisation's processes for handling customer queries, complaints and disputes. 1.4 Apply effective communication techniques with different types of customers and situations. 1.5 Plan and participate in team and work activities to meet customer satisfaction and minimise inconvenience. 1.6 Use available resources to meet customer requirements and services.
2. Respond to customer needs and concerns	2.1 Determine customer needs and expectations. 2.2 Resolve customer concerns or complaints. 2.3 Address customer needs or complaints clearly, politely and effectively. 2.4 Refer customer concerns related to organisational liability to appropriate persons or departments. 2.5 Complete documentation.
3. Contribute to customer service standards	3.1 Identify and explain opportunities to improve services or processes to team members. 3.2 Review personal work performance to improve services to customers. 3.3 Record evidence of customer issues and report to team members. 3.4 Contribute to the development, and improvement of quality service policies and standards.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
			4				3					3					3							
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
	2					2						3					3		
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to NWP300B Provide and promote customer service.

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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