



Australian Government

Department of Education, Employment and Workplace Relations

UEENEEC010B Deliver a service to customers

Release: 2

UEENEEC010B Deliver a service to customers

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit covers the interacting with customers to identify and meet their service needs. It encompasses following community and enterprise policies and standards, identifying customer needs, identifying and resolving problems/issues and maintaining product/service quality.

Application of the Unit

Application of the Unit 2)

This unit is intended for competency development entry-level employment-based programs incorporated in approved contracts of training.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit do not require a licence to practise in the workplace. However, practice in this unit is subject to regulations directly related to occupational health and safety and where applicable contracts of training such as apprenticeships.

Pre-Requisites

Prerequisite Unit(s) 4)

Competencies 4.1)

There are no prerequisite competencies for this unit.

Literacy and numeracy skills 4.2)

Participants are best equipped to achieve competency in this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 3 Writing 3 Numeracy 3

Employability Skills Information

Employability Skills 5)

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) Elements describe the essential outcomes of a unit of competency

Performance criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interact with customers.	1.1 Communication with customers is conducted in a professional and courteous manner according to established procedures.
	1.2 Customer enquiries are responded to promptly and politely and in accordance with established procedures.
	1.3 Personal dress and presentation is maintained in line with established procedures.
	1.4 Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information.
2 Identify customer needs.	2.1 Customer needs are assessed so that priorities for service delivery can be identified in accordance with established procedures.
	2.2 Appropriate questioning and active listening are used to determine customer needs.
	2.3 Customers are provided with information about available options for meeting their needs and assisted to identify their preferred option.
	2.4 Personal limitations in addressing customer needs are identified and where appropriate assistance is sought from appropriate personnel.
3 Deliver a service to customers.	3.1 Prompt customer service is provided to meet identified needs in accordance with established procedures.
	3.2 Service provided follows OHS policies and procedures and work is appropriately sequenced in accordance with requirements.
	3.3 Service provided is coordinated effectively with others involved on the work site.
	3.4 Customer complaints are handled sensitively and courteously in accordance with established procedures.

ELEMENT	PERFORMANCE CRITERIA
4 Evaluate and complete service.	3.5 Opportunities to enhance the quality of service and products are identified and taken whenever possible.
	4.1 Own work is monitored and adjusted according to requirements for job quality, customer service and efficient resource use.
	4.2 Customer service records are inspected and verified after service is completed to ensure requirements are met.
	4.3 Appropriate personnel are notified of the completion of the repair work and details are documented in accordance with established procedures and requirements.
	4.4 Variations in the quality of service and/or products from required standards are detected and reported in accordance with established procedures.
4.5 Additional information or follow-up action is completed in line with customer needs.	

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) This describes the essential skills and knowledge and their level, required for this unit.

Evidence must show that knowledge has been acquired of safe working practices and delivering a service to customers.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-EC010B

Customer service

Evidence shall show an understanding of customer service to an extent indicated by the following aspects:

T1. Enterprise communication methods encompassing:

- Communicating with personnel encompassing:
 - Oral communications
 - Written procedures and work instructions
- Communicating with suppliers
- Communicating with customers

T2. Work activities records encompassing:

- Purpose and extent of maintaining work activities records in an enterprise
- Types of records for maintaining work activities in an enterprise
- Methods for recording and maintaining work records
- Work records required by regulation requirements

T3. Problem solving concepts and techniques encompassing:

- Identify problems - process and quality problems; equipment selection, availability and failure; teamwork and work allocation problems; safety and emergency situations and incident; performance gaps; profit improvement and the like.
- Mathematical Tools - average, standard deviation and the like.
- Use of analytical techniques in problem solving - brainstorming; fishbone diagrams/cause and effect diagrams; logic trees; process logic/process requirements; similarity/difference analysis; pare to analysis; force field/SWOT analysis.
- Using tools to assistance in problem solving - Procedures and work instructions; Safety data sheets; Job cards; Maintenance logs; Plant drawing.
- Determine corrective action:
 - Tools
 - Mode of communication procedure used within each enterprise

REQUIRED SKILLS AND KNOWLEDGE

- Established work procedures and policies
- Size and structure of the teams/enterprise
- Group goals - team, section, enterprise
- Enterprise specific conflict resolution procedures
- Action plans
- Priority requirements
- Measurable objectives
- Resource requirements
- Methods for reaching objectives
- Timelines
- Safety requirements
- Risk assessment
- Environmental requirements
- Communicate recommendations - feedback requirements; corrective action and analysis; following up recommendations and the like.
- Implement Monitoring encompassing:
 - Identifying components to be measured
 - Measurement and monitoring techniques
 - Measurement and monitoring tools

T4. Enterprise customer relations protocols encompassing:

- Purpose of customer relations
- Procedures for dealing with customers
- Dealing with customer issues

T5. Enterprise quality management system encompassing:

- Purpose of a quality system
- Procedures pertaining to the relevant work function
- Work instructions pertaining to the relevant work function

T6. Instructing users in the use of specific items of equipment and systems encompassing:

- Methods for evaluating user needs - how equipment is used efficiently and safely and identifying wear and tear and damage to the equipment that requires repairing.
- Basic instruction methods - be appropriate to the culture of the users and the equipment for which instruction is given.
- Methods for evaluating user's ability use equipment correctly

Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the unit. It must be read in conjunction with the performance criteria and the range statement of the unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this unit. It must be used in conjunction with all parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

9.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the industry-preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accordance with industry and regulatory policy.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal everyday work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

Critical aspects of evidence required

9.2)

Before the critical aspects of evidence are considered all

EVIDENCE GUIDE

to demonstrate competency in this unit

prerequisites must be met.

Evidence for competence in this unit shall be considered holistically. Each Element and associated performance criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines - UEE07'. Evidence shall also comprise:

- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices, including the use of risk control measures as specified in the performance criteria and range statement
 - Apply sustainable energy principles and practices as specified in the performance criteria and range statement
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit. It may be required by some jurisdictions that RTOs provide a percentile graded result for the purpose of regulatory or licensing requirements.
 - Demonstrate an appropriate level of skills enabling employment
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated consistent performance across a representative range of contexts from the prescribed items below:
 - Deliver a service to customers as described in 8) including:
 - A Interacting with customers appropriately.
 - B Identifying customer needs accurately.
 - C Identifying and resolving customer issues promptly and amicably.
 - D Delivering a service.
 - E Reflecting on the completed service positively.
 - F Dealing with unplanned events by drawing on

EVIDENCE GUIDE

essential knowledge and skills to provide appropriate solutions incorporated in a holistic assessment with the above listed items.

Context of and specific resources for assessment

9.3)

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed in this unit.

These should be used in the formal learning/assessment environment.

Note:

Where simulation is considered a suitable strategy for assessment it must ensure that the conditions for assessment are authentic and as far as possible reproduce and replicate the workplace and is consistent with the approved industry simulation policy.

The resources used for assessment should reflect current industry practices in relation to delivering a service to customers.

Method of assessment

9.4)

This unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this unit applies. This requires that the specified essential knowledge and associated skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and skills described in this unit.

Concurrent assessment and relationship with other units

9.5)

For optimisation of training and assessment effort, competence in this unit may be assessed concurrently with any unit or units that require formal documentation.

Range Statement

RANGE STATEMENT

10) This relates to the unit as a whole providing the range of contexts and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

This unit must be demonstrated by delivering a service to customers in any of the electrotechnology disciplines.

Generic terms used throughout this Vocational Standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms that apply are given in Volume 2, Part 2.1.

Unit Sector(s)

Not Applicable

Competency Field

Competency Field	11)
	Commercial