



Australian Government

Assessment Requirements for AUMGCA001 Provide customer service

Release: 2

AUMGCA001 Provide customer service

Modification History

Release	Comment
Release 1	Unit updated to reflect the new standards for Training Packages Replaces AUMGCA2001 Provide customer service
Release 2	Updated for clarity and policy adherence

Performance Evidence

Before competency can be determined, individuals must have competently demonstrated that they can provide effective customer service on a minimum of two occasions.

Individuals must demonstrate they can:

- promote products and services in a clear and direct manner
- identify customer needs and expectations
- resolve customer concerns and complaints by taking appropriate action, including:
 - handling customer needs in a courteous, discreet and sensitive manner
 - addressing customer complaints and escalating where necessary
- apply workplace procedures relating to customer feedback, including:
 - customer service and continuous improvement processes
 - workplace customer service practices

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- effective customer services principles, including requirements to meet customer service needs and expectations
- workplace products and services
- customer service reporting procedures
- customer service problem-resolution procedures.

Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Where assessment of competency includes third-party evidence, individuals must provide evidence that demonstrates they have provided customer service, e.g. customer testimonials.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- workplace or simulated workplace
- workplace instructions, including customer requirements
- workplace customer service procedures
- customers with different needs
- workplace complaint-resolution procedures
- customer service feedback surveys and reporting procedures

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bd587669-08b3-4cd5-85f0-f9fa0c6304c1>