Australian Government

Department of Education, Employment and Workplace Relations

BSBFLM507A Manage quality customer service

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

BSBFLM507A Manage quality customer service

Modification History

Not applicable.

Unit Descriptor

This unit is equivalent to the original unit BSXFMI507A Manage quality customer service. Frontline management is involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation and the customer. This will be carried out in the context of the organisation's policies and practices as well as legislation, conventions and codes of practice. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.
Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM504A Facilitate work teams, BSBFLM506A Manage workplace information system, BSBMGT505A Ensure a safe workplace, and BSBFLM509A Promote continuous improvement.
This unit is equivalent to the original unit BSXFMI507A Manage quality customer service. Frontline management is involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation and the customer. This will be carried out in the context of the organisation's policies and practices as well as legislation, conventions and codes of practice. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element		Performance Criteria	
1	Plan to meet internal and external customer requirements	1.1	The needs of customers are researched, understood, and assessed, and included in the planning process
		1.2	Provision is made in plans to achieve the quality, time and cost specifications agreed with customers
2	Ensure delivery of quality products/services	2.1	Products/services are delivered to customer specifications within the team's business plan
		2.2	Team performance consistently meets quality, safety, resource and delivery standards
		2.3	Coaching and mentoring assists colleagues to overcome difficulty in meeting customer service standards
3	Monitor, adjust and report customer service	3.1	The organisation's systems and technology are used to monitor progress in achieving product/service targets and standards
		3.2	Customer feedback is sought and used to improve the provision of products/services
		3.3	Resources are used effectively to provide quality products/services to customers
		3.4	Decisions to overcome problems and adjust products/services are taken in consultation with designated individuals/groups
		3.5	Records, reports and recommendations are managed within the organisation's systems and processes

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Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Prepares plans to meet customer needs

Provides quality service consistently

Reviews and improves services following feedback

Reports outcomes of customer service

Underpinning Knowledge*

* At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

The organisation's policies and procedures for dealing with customers

The principles and techniques of:

  researching customer needs

  customer relations

  customer behaviour

  problem identification and resolution

  maintaining product/service quality

Underpinning Skills

Functional literacy skills to access and use workplace information

Communication skills including researching and analysing information, reporting

Planning and organising skills to meet work priorities

Work effectively in and with teams/groups

Problem-solving skills to deal with complex and non-routine difficulties

Select and use technology skills at the appropriate level

Use coaching and mentoring skills to provide support to colleagues

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

Key Competency Levels

Collecting, **analysing and organising information** (Level 2)- to be used in planning to meet customer needs

Communicating ideas and information (Level 2)- with customers

Planning and organising activities (Level 3) - to achieve customer specifications

Working with teams and others (Level 3) - to provide quality service to customers

Using mathematical ideas and techniques (Level 2)- to calculate the outcome of adjustments to customer service

Solving problems (Level 2)- to identify and resolve deficiencies in customer service

Using technology (Level 2)- to assist the management of customer information

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

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Underpinning Skills

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Solving problems (Level 2)- to identify and resolve deficiencies in customer service

Using technology (Level 2)- to assist the management of customer information

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, **codes and national standards relevant to the workplace which may include**:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

relevant industry codes of practice

At AQF level 5, **frontline management will normally be engaged in a workplace context where they**:

engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department

take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards

take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy

demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management

transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department

analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation

evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

goals, objectives, plans, systems and processes

quality and continuous improvement processes and standards

access and equity principles and practice

business and performance plans

resources, which may be subject to negotiation

ethical standards

They may use legislation, **codes and national standards relevant to the workplace including**:

award and enterprise agreements

commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety

industry codes of practice

Customers may be:

internal or external, and be drawn from existing or new sources

Technology will be:

that readily available in the workplace and will be appropriate to frontline management's roles and responsibilities

Resources may include:

people, power/energy, information, finance, buildings/facilities, equipment, technology, time

Designated individuals/groups include:

those who have authority to adjust plans

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transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department

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Unit Sector(s)

Not applicable.

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