



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBCUS201A Deliver a service to customers**

**Revision Number: 1**

## BSBCUS201A Deliver a service to customers

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish contact with customers	<p>1.1. Acknowledge and greet <b>customer</b> in a professional, courteous and concise manner according to <b>organisational requirements</b></p> <p>1.2. Maintain personal dress and presentation in line with organisational requirements</p> <p>1.3. Communicate using appropriate <b>interpersonal skills</b> to facilitate accurate and relevant exchange of information</p> <p>1.4. Maintain sensitivity to customer specific needs and any cultural, family and individual differences</p> <p>1.5. Establish rapport/relationship with customer and express a genuine interest in customer needs/requirements</p>
2. Identify customer needs	<p>2.1. Use appropriate questioning and active listening to determine customer needs</p> <p>2.2. Assess customer needs for urgency to identify priorities for service delivery</p> <p>2.3. Provide customer with information about available options for meeting customer needs and assist customer to identify preferred option/s</p> <p>2.4. Identify personal limitations in addressing customer needs and seek assistance from <b>designated persons</b> where required</p>
3. Deliver service to customers	<p>3.1. Provide prompt customer service to meet identified needs according to organisational requirements</p> <p>3.2. Provide information regarding problems and delays, and follow-up within appropriate timeframes as necessary</p> <p>3.3. Communicate with customers in a clear, concise and courteous manner</p> <p>3.4. Identify <b>opportunities</b> to enhance the quality of service and products, and take action to improve the service whenever possible</p>
4. Process customer feedback	<p>4.1. Promptly recognise <b>customer feedback</b> and handle sensitively according to organisational requirements</p> <p>4.2. Accurately record any feedback and communication between customers and the organisation according to organisational standards, policies and procedures</p> <p>4.3. Identify any unmet customer needs and discuss suitability of other products/services</p>

ELEMENT	PERFORMANCE CRITERIA
	4.4. Support customers to make contact with other services according to organisational policies and procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication skills to convey meaning clearly, concisely and coherently
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to communicate with customers and to develop required product knowledge
- numeracy skills to interpret customer requirements and to meet customer needs
- problem-solving skills to deal with customer enquiries or complaints.

#### Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- organisational policies and procedures relating to customer service and the customer service process.

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- demonstrating all stages of customer service interactions
- responding to customer feedback
- demonstrating a range of interpersonal skills
- knowledge of relevant legislation.

#### Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of customer complaints and policies relating to customer service.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- demonstration of techniques
- observation of presentations
- oral or written questioning to assess knowledge of customer service and communication techniques
- review of information provided to customers about problems and delays, and customer follow-up
- review of documentation recording feedback and communication between customers and the organisation.

#### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- sales units
- other customer service units.



## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<b><i>Customers</i></b> may include:	<ul style="list-style-type: none"> <li>• contacts from other organisations</li> <li>• external customers</li> <li>• internal customers</li> <li>• members of the public</li> <li>• patients</li> <li>• service users</li> </ul>
<b><i>Organisational requirements</i></b> may include:	<ul style="list-style-type: none"> <li>• access and equity principles and practice</li> <li>• anti-discrimination and related policy</li> <li>• following OHS procedures for dealing with customers</li> <li>• legal and organisational policies, guidelines and requirements</li> <li>• quality and continuous improvement processes and standards</li> <li>• quality assurance and/or procedures manual</li> </ul>
<b><i>Interpersonal skills</i></b> may include:	<ul style="list-style-type: none"> <li>• listening actively to what the customer is communicating</li> <li>• providing an opportunity for the customer to confirm their request</li> <li>• questioning to clarify and confirm customer needs</li> <li>• seeking feedback from the customer to confirm understanding of needs</li> <li>• summarising and paraphrasing to check understanding of customer's message</li> <li>• using appropriate body language</li> </ul>
<b><i>Designated persons</i></b> may include:	<ul style="list-style-type: none"> <li>• manager, supervisor or team leader</li> <li>• more experienced personnel with specific knowledge or information</li> <li>• staff from other work areas with particular product or service knowledge</li> </ul>
<b><i>Opportunities</i></b> may include:	<ul style="list-style-type: none"> <li>• advice about warranties, guarantees or support services</li> </ul>



RANGE STATEMENT	
	<ul style="list-style-type: none"> <li>• packaging options</li> <li>• pricing options</li> <li>• procedures for delivery of goods or service</li> <li>• provision of product knowledge</li> <li>• systems for recording complaints</li> </ul>
<i>Customer feedback</i> may be about:	<ul style="list-style-type: none"> <li>• damaged goods or delivery problems</li> <li>• delays</li> <li>• invoicing errors</li> <li>• quality of customer service</li> <li>• quality of service provision</li> </ul>

## Unit Sector(s)

Unit sector	
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## Competency field

Competency field	Stakeholder Relations - Customer Service
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## Co-requisite units

Co-requisite units		