



Australian Government

Assessment Requirements for ICPSUP464 Provide customer service and education

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use effective strategies to build client relationships, according to business practices
- liaise with customers and staff to gather, clarify, convey or confirm information
- explain the services and capabilities of the enterprise to customers
- effectively manage customer expectations and make client aware of timelines and budget
- prepare and document required job information
- assemble a portfolio covering a period of at least ONE month that demonstrates satisfactory completion of a job (documents should indicate that the job has been completed within budget and to the customer's satisfaction).

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline requirements of all relevant printing processes
- explain the relationship between pre-press, press and post-press
- outline costs and characteristics of a range of substrates and inks

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>