



**Australian Government**

**Assessment Requirements for MEM16003  
Provide advanced customer service**

**Release: 1**

# Assessment Requirements for MEM16003 Provide advanced customer service

## Modification History

Release 1. Supersedes and is equivalent to MEM16003B Provide advanced customer service

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying customer relationship to the enterprise and ensuring customer information is complete, accurate and current
- applying product knowledge to address customer enquiries
- establishing rapport with the customer and providing positive customer experience
- handling difficult or unsatisfied customers and determining and implementing process of resolution
- determining and managing customer requirements not able to be met
- taking appropriate action to meet customer requirements according to procedures and recording customer products/service details
- reporting/recommending opportunities for improving customer service.

## Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures
- procedures for:
  - identifying customers and defining customer relationships
  - identifying customer requirements
  - informing the customer of the degree to which the customer's requirements can be met
  - actioning customer orders
  - recording and managing customer complaints
  - initiating repairs and/or service to customer equipment
  - managing organisational errors in service provision
  - following up on unmet customer requirements
  - reporting/recommending improvement to customer service
- service provision procedures for new/repeat customers
- customer relationship management system use and application

- features and characteristics of products and services offered
- product and service availability and processes
- range of customer requirements for product/service and alternatives available
- reasons for informing the customer promptly of the ability/inability to meet requirements
- principles and practices of effective customer service
- strategies for managing difficult customers
- record keeping requirements of customer service interactions and transactions.

## Assessment Conditions

- Assessors must:
  - have vocational competency in providing advanced customer service at least to the level being assessed with relevant industry knowledge and experience
  - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>