



**Australian Government**

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

# **PUAPOLGD012A Address customer needs**

**Revision Number: 2**

## PUAPOLGD012A Address customer needs

### Modification History

PUAPOLGD012A Release 2:Layout adjusted. No changes to content.  
PUAPOLGD012A Release 1:Primary release.

### Unit Descriptor

This unit covers the competency required to identify customer needs and to provide customer support.

### Application of the Unit

This unit applies to persons who need to identify customer needs to enable them to provide customer support. This unit supports the principle of applying ethical standards within the workplace.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1. Identify customer/s needs</b>	<p>1.1 Consultation and negotiation is conducted with <i>customers</i> to identify needs</p> <p>1.2 Information on customers is used to identify required services</p> <p>1.3 Specific <i>needs</i> of customers are identified as appropriate</p>
<b>2. Apply ethical standards</b>	<p>2.1 All persons are treated fairly and equitably in compliance with jurisdictional laws and <i>duty of care</i> responsibilities</p> <p>2.2 Organisational code of conduct/codes of ethics requirements are complied with at all times</p>
<b>3. Respond to customer enquiries/needs</b>	<p>3.1 Customer enquiries/needs are responded to promptly and professionally</p> <p>3.2 Appropriate response is determined and carried out in accordance with organisational policies and procedures</p>
<b>4. Provide information to customers</b>	<p>4.1 Relevant information, materials and advice are provided to community organisations/groups/individuals as required</p> <p>4.2 Freedom of information/privacy legislation and organisational information security guidelines are complied with</p> <p>4.3 Customers are kept informed of operational status/issues of concern/interest, where appropriate, in accordance with organisational information security guidelines</p> <p>4.4 <i>Feedback from customers</i> is actively sought to determine whether needs are adequately addressed</p>
<b>5. Provide customers with service and support</b>	<p>5.1 Services appropriate to the customer's needs are delivered in accordance with organisational policies and procedures</p> <p>5.2 Where appropriate customers are informed of the existence and role of relevant support services and organisations</p> <p>5.3 Relevant <i>special support services</i> available through other organisations are arranged, where required</p>

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

### Required Skills

- communicate orally and in writing
- evaluate information and disseminate it to customers
- liaise with various levels/types of the customers and gain their support for policing activities
- negotiate effectively
- present/model a professional ethical approach to all levels of customers
- provide instructions/make presentations

### Required Knowledge

- application of, and adherence to, security classification procedures
- customer needs analysis and feedback gathering strategies
- duty of care responsibilities
- jurisdictional laws
- negotiation practices and techniques
- organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- policies and procedures in particular legislation pertaining to freedom of information and privacy issues procedures
- range of available support services and agencies

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- respond to customer needs
- provide a quality service
- communicate with different types of customers
- provide accurate information to customers.

### **Consistency in performance**

Competency should be demonstrated over time and from a range of actual/simulated workplace activities.

### **Context of and specific resources for assessment**

#### **Context of assessment**

Competency should be assessed over time in a range of actual or simulated workplace environments.

#### **Specific resources for assessment**

There are no specific resource requirements for this unit.

### **Method of assessment**

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

## 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 in the Performance Criteria is detailed below.

***Customers may be internal or external, national or international*** and may include:

- Businesses/organisations
- Community groups
- Coroners
- Emergency services
- Family
- Government and non-government agencies
- Media
- Members of the public
- Next of kin
- Other police services/law enforcement agencies
- Owners/agents/operators
- Persons in custody
- Persons of interest
- Victims/survivors
- Volunteer and other outside organisations
- Witnesses

***Customer needs*** may include:

- Equitable treatment and meeting the special needs of disadvantaged and vulnerable groups, including people from culturally and linguistically diverse backgrounds
- Information and assistance to other organisations and emergency service authorities
- Necessities of life
- Provision of training

***Duty of care*** may include:

- Common law principles
- Moral and ethical standards
- Other duties and conventions
- Statutory requirements

***Feedback from customers*** can be:

- Formal or informal
- Short- or long-term

***Special support services*** may include:

- Duty of care, which may include practices and processes described by specific organisational policies and procedures
- Emergency
- Internal or external and may include medical/counselling care

## **Unit Sector(s)**

Not applicable.