



Australian Government

**Assessment Requirements for
SIRXCEG007 Develop online customer
service standards**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- research industry best practice for online customer service standards and use findings to develop online customer service standards for one organisation, detailing:
 - online customer service procedures
 - complaints resolution procedures
 - customer service touch-points
 - performance metrics
- review online customer service standards across a three-month period, evaluate performance, and adjust customer service standards based on findings.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key legal and ethical considerations as related to customer service standards:
 - Australian Consumer Law
 - copyright
 - privacy
 - codes of practice
 - security
- principles of customer service and their application in an online environment
- industry standards for best practice online customer service standards
- current technologies and touch-points used for the provision of online customer service
- key inclusions of online customer service standards:
 - online customer service procedures
 - complaints resolution procedures
 - customer service touch-points
 - performance metrics
- performance metrics available to measure customer service standards
- commercial impact of customer service provision, both positive and negative.

Assessment Conditions

Skills must be demonstrated in a service industries environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- online customer service feedback and data
- information technology hardware and software
- online information systems.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

Links

Companion Volume Implementation Guides -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>