



Australian Government

Assessment Requirements for TLII0005

Apply customer service skills

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- communicating effectively with others when providing customer service
- completing documentation related to providing customer service, including capturing feedback
- handling customer queries and complaints effectively
- identifying and following relevant legislation and workplace procedures
- interpreting and following operational instructions and prioritising work
- reading and interpreting instructions, procedures, information and labels relevant to providing customer service
- reporting and/or rectifying identified problems effectively in accordance with regulatory requirements and workplace procedures
- working collaboratively with others to:
 - identify, define and solve problems
 - provide quality customer service
- working systematically with required attention to detail
- writing simple reports and records of inquiries.

Knowledge Evidence

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

- customer service principles, policies and procedures
- products and/or services provided by the workplace
- relevant duty of care responsibilities
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- sources of information and documentation needed for workplace operations
- types of operations carried out in the workplace

- workplace procedures relevant to work activities.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>