



**Australian Government**

# **TLΠ4001 Coordinate quality customer service**

**Release: 2**

# TLII4001 Coordinate quality customer service

## Modification History

**Release 2.** This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

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

## Application

This unit involves the skills and knowledge required to coordinate quality customer service in accordance with relevant regulations.

It includes planning to meet internal and external customer requirements, ensuring the delivery of quality service and monitoring, adjusting and reporting customer service.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Not applicable.

## Competency Field

I – Customer Service

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

**1 Plan to meet internal and external customer**

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1.1** Needs of customers are researched, assessed, confirmed and taken into account when planning organisational

<b>requirements</b>	products and services
	<b>1.2</b> Provision is made in plans to achieve the quality, time and cost specifications agreed with customers
<b>2 Ensure delivery of quality service</b>	<b>2.1</b> Quality, safety, resource and delivery standards are consistently met through individual/team performance
	<b>2.2</b> Coaching and mentoring is used to assist colleagues overcome difficulty in meeting customer service standards
	<b>2.3</b> Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards
<b>3 Monitor, adjust and report customer service</b>	<b>3.1</b> Organisational systems are used to monitor progress in achieving product/service targets and standards
	<b>3.2</b> Customer feedback is sought and used to improve the provision of products/services
	<b>3.3</b> Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups
	<b>3.4</b> Adjustments/recommendations are made to products/services as required
	<b>3.5</b> Those who have a role in product/service planning and delivery are informed of changes
	<b>3.6</b> Records, reports and recommendations are managed in accordance with organisational systems and processes

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLII4001A Coordinate quality customer service.

## Links

Companion Volume Implementation Guides are found in VETNet -

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