



Australian Government

Assessment Requirements for TLII5018

Manage customer service

Release: 1

Assessment Requirements for TLII5018 Manage customer service

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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating and consulting with others to ensure excellent customer service is modelled to staff and that customer issues are resolved
- dealing effectively with unplanned events such as a change in the volume of customer inquiries
- developing, implementing and revising contingency plans
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule, particularly in line with agreed time and quality standards
- preparing reports to develop and disseminate information on customer service performance.

Knowledge Evidence

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

- organisational performance management systems
- organisational policies, principles, codes and performance standards
- quality management systems
- relevant sections of national and state/territory regulatory requirements and codes of practice such as consumer protection legislation
- requirements for completing relevant documentation such as reports of customer complaints and resolutions
- risk management as it relates to dealing with customers and managing consequences of poor customer service
- steps involved in planning work activities.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice 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>