



Australian Government

Department of Education, Employment and Workplace Relations

TLII1002A Apply customer service skills

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be must be carried out in accordance with workplace standards and procedures for the provision of customer service.

Work is performed under supervision. It involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Deal with customer inquiries

- 1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face
- 1.2 Questions are used to clarify the customer's needs or concerns
- 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered
- 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs
- 1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures

2 Monitor customer satisfaction

- 2.1 Customer is greeted cordially in accordance with workplace procedures
- 2.2 Customer requirements are dealt with according to workplace procedures
- 2.3 Special needs are addressed within workplace policies
- 2.4 Appropriate feedback is provided to managers and internal and/or external customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant duty of care responsibilities
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures relevant to work activities
- Customer service policies and procedures
- Products and/or services provided by the workplace concerned
- Types of operations carried out in the workplace concerned
- Sources of information and documentation needed for workplace operations

Required skills:

- Communicate effectively with others when providing customer service, including the use of telephone techniques
- Effectively use interpersonal skills

Required skills:

- Effectively handle customer queries and complaints
- Read and interpret instructions, procedures, information and labels relevant to the provision of customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of customer service
- Write simple reports and records of inquiries
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing customer service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or

EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
 - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
 - Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

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.

- Customer service is provided:
- in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight
- Workplace activities may be conducted:
- by day or night
 - in any weather conditions
- Customers may be:
- internal or external
- Requirements for work may include:
- site restrictions and procedures
 - relevant domestic and international regulations
 - security procedures
 - communications equipment
 - hours of operation
 - authorities and permits

RANGE STATEMENT

Consultative processes may involve:

- use of safety and personal protective equipment
- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:

- workplace procedures and customer service standards
- job specifications
- operations manuals and instructions
- induction documentation
- competency standards and training materials
- manufacturers specifications, instructions and advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- relevant Australian and international regulations, codes, standards and certification requirements
- OH&S procedures
- quality assurance procedures
- emergency procedures
- customer service manuals

Applicable regulations and legislation may include:

- relevant state/territory and international regulations, codes and procedures
- relevant Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and

RANGE STATEMENT

regulations

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant anti-discrimination legislation
- relevant privacy and confidentiality legislation
- relevant freedom of information requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

I - Customer Service