



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLII4022A Identify and meet customer requirements**

**Release: 1**

## **TLII4022A Identify and meet customer requirements**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills and knowledge required to identify and meet customer requirements in accordance with regulatory and organisational needs. It includes identifying customer needs, delivering a service to customers, and communicating customer needs with other members of the organisation.

Licensing, legislative or certification requirements may be applicable to this unit.

### **Application of the Unit**

Work is performed under minimum supervision. It involves discretion and judgement for self and others in meeting customer and organisation needs.

Work involves responsibility for the development of work plans and may include the provision of leadership of others, either individually or in teams.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

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
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<b>1 Identify customers and determine their needs</b>	
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|  | 1.1 Customers and their needs are identified in accordance with business goals and shared objectives                                      |
|  | 1.2 Appropriate questioning and active listening are used to fully determine customer needs   |
|  | 1.3 Customer needs are assessed for urgency to identify priorities for service delivery   |
|  | 1.4 Customers are provided with information about available options for meeting their needs and assisted in identifying preferred options |
|  | 1.5 Personal limitations in addressing customer needs are identified and assistance is sought from designated persons where required      |

<b>2 Deliver service to customers</b>	
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|  | 2.1 Communication is undertaken with customers in a clear, concise and courteous manner  |
|  | 2.2 Appropriate customer service is provided to meet identified needs in accordance with organisational requirements and shared objectives |
|  | 2.3 Where applicable, information and follow-up regarding problems and delays are provided within appropriate timeframes                   |
|  | 2.4 Whenever possible, opportunities to enhance the quality of service are identified and acted upon                                       |

<b>3 Communicate to other members of the organisation</b>	
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|  | 3.1 Outcomes of customer service interactions are communicated to appropriate persons in the organisation |
|  | 3.2 Feedback mechanisms are used to ensure continuous improvement of customer service outcomes            |

## **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 occupational health, safety and environmental (OHS&E) protection policies and procedures
- Workplace protocols and procedures for meeting customer and organisation needs, including planning and quality improvement of services and operations
- Problems that can occur when meeting customer and organisation needs, and action that can be taken to resolve them

#### **Required skills:**

- Communicate and negotiate effectively with others when meeting customer and organisational needs
- Read and interpret instructions, procedures and information relevant to meeting customer and organisational needs
- Identify and assess customer and organisational requirements
- Use appropriate numeric functions when identifying customer needs
- Complete documentation related to meeting customer and organisational needs where applicable
- Operate electronic communication equipment in line with required protocol
- Work collaboratively with others when meeting customer and organisational needs
- Report and rectify within limits of own role problems that may arise when meeting customer and organisational needs in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when meeting customer and organisational needs

# 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 other simulated practical and knowledge assessment, and/or
  - 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/or equipment, and/or
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

### **Method of assessment**

- 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, 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.

**Customers may be:**

- internal or external, including:
  - emergency services
  - network access
  - contractors
  - other network operators

**Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:**

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

**Information and documentation may include:**

- legislation, regulations and documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- reports of accidents and incidents within regulatory requirements and organisational procedures
- organisational guidelines on appropriate language and communication strategies and interpretation of relevant information
- quality assurance procedures

**Applicable regulations and legislation may include:**

- relevant regulations, standards and codes of practice
- relevant federal, state and territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- dangerous goods and hazardous materials codes
- relevant Australian standards and certification requirements

## Unit Sector(s)

Not applicable.

## **Competency Field**

I – Customer Service