



Australian Government

AHCMER401 Coordinate customer service and networking activities

Release: 1

AHCMER401 Coordinate customer service and networking activities

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to coordinate customer service and networking activities.

All work must be carried out to comply with workplace procedures, work health and safety legislation and codes.

This unit applies to agricultural or horticultural merchandise or department managers who have responsibility for customer service delivery by others.

This unit applies to individuals who take responsibility for their own work and provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

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

Pre-requisite Unit

Nil.

Unit Sector

Merchandising and Sales (MER)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Contribute to quality customer standards	1.1 Access, interpret, apply and monitor customer service standards in the workplace 1.2 Make contributions to the development, refinement and improvement of service policies, standards and processes

Element	Performance criteria
	1.3 Ensure customer interactions are consistent with legislation, codes of practice and enterprise policies
2. Implement customer service systems	2.1 Encourage personnel to consistently implement customer service systems 2.2 Review customer feedback in consultation with appropriate personnel and analyse when improving work practices 2.3 Identify customer service complaints and make adjustments to ensure continued service quality 2.4 Communicate adjustments to all those involved in service delivery within appropriate time frames 2.5 Coordinate and manage delivery of services or products to ensure they effectively and efficiently meet agreed quality standards
3. Manage networks to ensure customer needs are addressed	3.1 Establish effective regular communication with customers 3.2 Establish, maintain and expand networks to ensure referral of customers to products or services 3.3 Establish procedures to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products/services available 3.4 Establish procedures to ensure that referrals are based on the matching of the assessment of customer needs and availability of products/services 3.5 Maintain records of customer interaction in accordance with organisational guidelines

Foundation Skills

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

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCMER401A Coordinate customer service and networking activities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCMER401 Coordinate customer service and networking activities

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- access and apply customer service policies and procedures
- respond to customer feedback and complaints
- develop and use networks to source goods and services
- provide value for the customer in sourcing and supplying goods and services
- maintain records of customer feedback and interactions

Knowledge Evidence

The candidate must demonstrate knowledge of:

- relevant legislation, codes and enterprise policies
- the organisation's business structure, products and services
- customer service systems/procedures including the continuous quality improvement framework, together with some knowledge of the customer population and how the system applies to delivering customer service to that customer population
- the principles of customer service
- the principles of effective communication in relation to listening, questioning and non-verbal communication
- the individual's role in delivering customer service
- techniques for dealing with customers with special needs
- techniques for building relationships of trust and mutually acceptable outcomes
- related organisations, agencies and networks
- the principles and operations of networks

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

Links

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