



Australian Government

Assessment Requirements for AHCMER408 Coordinate customer service and networking activities

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has coordinated customer service and networking activities on at least two occasions, and has:

- accessed and applied customer service systems, standards and procedures
- complied with relevant legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- responded to customer feedback and complaints
- represented the workplace in a professional manner when dealing with customers
- developed and used networks to source goods and services
- maintained records of customer feedback and interactions.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- customer service systems and practice, including:
 - principles of customer service
 - the individual role in delivering customer service
 - techniques for building relationships of trust and mutually acceptable outcomes
 - principles and operations of networks
 - quality improvement
 - customer demographic
 - how the system delivers customer service to target customer demographic
- legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- workplace procedures, legislation and codes of practice requirements applicable to customer service

- the principles of effective communication in relation to listening, questioning and non-verbal communication
- workplace business structure, products and services.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
 - customer service systems
- specifications:
 - customer service standards
 - legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
 - workplace procedures, legislation and codes of practice requirements applicable to customer service
- relationships:
 - appropriate personnel, customers
- timeframes:
 - according to job requirements.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>