



Australian Government

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.

Application

This unit of competency describes the skills and knowledge required to contribute to quality customer service standards, and implement and manage customer service systems and networking activities.

The unit applies to individuals who apply specialist skills and knowledge to coordinate customer service and networking activities. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

All work is carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements, and sustainability and biosecurity practices.

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

Pre-requisite Unit

Nil

Unit Sector

Merchandising and Sales (MER)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Contribute to quality customer service standards	1.1 Access, interpret, apply and monitor customer service standards in the workplace 1.2 Make contributions to the development, refinement and

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	improvement of service policies, standards and processes 1.3 Confirm customer service interactions are consistent with legislation, codes of practice and workplace procedures
2. Monitor and review customer service systems	2.1 Encourage personnel to consistently implement customer service standards 2.2 Review and analyse customer feedback in consultation with appropriate personnel to improve work practices 2.3 Identify customer service complaints and make adjustments to customer service system to ensure continued customer service standards quality is met 2.4 Communicate customer service system adjustments to all those involved in service delivery within appropriate timeframes 2.5 Coordinate and manage delivery of services or products to ensure customer service standards are met
3. Manage networks to ensure customer needs are addressed	3.1 Establish regular communication with customers 3.2 Establish, maintain and expand networks and 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 customer, product and service information 3.4 Establish procedures to ensure that referrals are based on matching customer needs to products and services 3.5 Maintain records of customer interaction according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Interpret textual information from a range of sources to identify relevant and key information on customer service standards, workplace procedures, and legislative and code of practice

Skill	Description
	requirements Interpret textual information from customer service complaints
Writing	Document customer service system adjustments
Oral communication	Use clear language with customers and appropriate personnel to gather information and match referral of customers to products and services, analyse and review customer feedback and communicate, customer service system adjustments

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER408 Coordinate customer service and networking activities	AHCMER401 Coordinate customer service and networking activities	Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent

Links

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

Assessment Requirements for AHCMER408 Coordinate customer service and networking activities

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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.

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