



Australian Government

Assessment Requirements for AMPR105

Provide service to customers

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply communication skills to meet customer needs and enterprise requirements
- provide an overview of the range of products and services offered by the enterprise
- seek advice or assistance from more experienced team members when necessary
- operate telephone system
- demonstrate polite and efficient telephone technique
- demonstrate suitable behaviour by attending to customer needs promptly and courteously, displaying tact, satisfying customer needs ethically and maintaining professional standards of dress and personal hygiene
- arrange pick up or delivery with customer according to enterprise procedures
- apply relevant workplace health and safety and regulatory requirements
- use mathematical skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- how to interact with others in an appropriate way
- workplace complaints policies and procedures
- workplace requirements related to acknowledging and greeting customers, including enterprise ethical standards
- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>