



Australian Government

Department of Education, Employment and Workplace Relations

BSBCUS402A Address customer needs

Revision Number: 1

BSBCUS402A Address customer needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to workers required to be familiar with a product and/or service that varies widely and is capable of significant customisation. The customer relationship would typically involve direct interaction a number of times over an extended period. This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions. They would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assist customer to articulate needs	1.1. Ensure customer needs are fully explored, understood and agreed 1.2. Explain and match available services and products to customer needs 1.3. Identify and communicate rights and responsibilities of customers to the customer as appropriate
2. Satisfy complex customer needs	2.1. Explain possibilities for meeting customer needs 2.2. Assist customers to evaluate service and/or product options to satisfy their needs 2.3. Determine and prioritise preferred actions 2.4. Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner
3. Manage networks to ensure customer needs are addressed	3.1. Establish effective regular communication with customers 3.2. Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organisation 3.3. Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer, and the products and services available 3.4. Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services 3.5. Maintain records of customer interaction in accordance with organisational procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read a variety of texts, to prepare general information and papers, and to write formal and informal letters according to target audience
- numeracy skills to analyse data, and to compare time lines and promotional costs against budgets
- problem-solving skills to develop solutions unique to a customer
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - environmental issues
 - occupational health and safety
- organisational procedures and standards for customer service relationships
- detailed product knowledge which may be of significant breadth (so as to propose alternative products and services), or of significant depth (so as to propose variations within a limited product and service range).

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- assisting customers to articulate their needs
- documenting processes used and customer satisfaction with the products/services offered
- assisting customers to address their needs.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of products/services and promotional strategies.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of documentation prioritising preferred actions
- analysis of responses to case studies and scenarios
- demonstration of techniques
- observation of presentations
- assessment of written reports
- evaluation of communication established with customers
- review of customer interaction records.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- general administration units.

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Customers</i> may include:	- customers with routine or specific requests - in person, computer-based and telephone customers - internal and external customers - people from a range of social, cultural or ethnic backgrounds - people who may be unwell, drug affected or emotionally distressed - people with varying physical and mental abilities - regular and new customers
<i>Rights and responsibilities of customers</i> may include:	- fulfilment of external obligations - informed consent
<i>Effective regular communication</i> may include:	- giving customers full attention - handling sensitive and confidential issues - maintaining eye-contact (for face-to-face interactions), except where eye-contact may be culturally inappropriate - speaking clearly and concisely - using active listening techniques - using appropriate language and tone of voice - using clearly written information/communication - using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) - using open and/or closed questions
<i>Organisational procedures</i> may include:	- procedural manuals - quality systems, standards and guidelines

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Stakeholder Relations - Customer Service
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Co-requisite units

Co-requisite units		