



Australian Government

ICPSUP464 Provide customer service and education

Release: 1

ICPSUP464 Provide customer service and education

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to liaise with customers and clients to ensure satisfactory provision of printed products or services.

It applies to individuals who perform a broad range of skilled tasks and services for customers in the printing and graphic arts industry. They may also provide some leadership and guidance to others in the application and planning of the skills.

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

Unit Sector

Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish and maintain a positive client relationship	1.1 Rapport with client is built and maintained according to accepted business practices 1.2 Opportunities to provide additional services to client are identified 1.3 Client is advised of input requirements and restraints for relevant printing processes
2. Manage customer expectations	2.1 Internal and external customer needs and expectations are matched with production process requirements 2.2 Job requirements are clarified with client and compared with quote/estimate

ELEMENT	PERFORMANCE CRITERIA
	2.3 Information and clarifications are passed between client and technical staff 2.4 Job specifications and job parameters are used to define appropriate production procedures and processes 2.5 Knowledge of company services, equipment capabilities, limitations and workflow is demonstrated 2.6 Project is evaluated and feedback provided to client as agreed, or according to enterprise customer service practices 2.7 Preliminary proof and contract proof are distinguished according to enterprise standards, and communicated to client 2.8 Client is provided with documentation to review and approves all dummies and proofs at appropriate stages in production process 2.9 Job information (eg work orders, quotes, job tickets) is documented and compiled
3. Manage project budget and timeline	3.1 Client requested changes are monitored and documented and impact on budget and timeline is communicated to client 3.2 Client is advised on alternative production techniques

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.2, 2.4, 2.6, 2.8, 2.9, 3.1	- Recognises text within job specifications and follows written instructions - Reviews documentation to identify scheduling changes
Writing	1.3, 2.2, 2.6, 2.7, 2.9, 3.1	Uses clear, specific and industry related terminology to complete and update workplace documentation
Oral Communication	1.1, 1.3, 2.2, 2.3, 2.6, 2.7, 3.1, 3.2	- Clearly explains requirements using language appropriate to audience and environment - Participates in a verbal exchange of ideas and solutions
Numeracy	2.2, 3.1	Uses mathematical formulas and calculations to operate within budgetary constraints
Navigate the	1.2, 2.5-2.7	Regularly reviews current situation and work options, developing strategies to address possible opportunities

world of work		Adheres to organisational policies and practices
Interact with others	1.1, 2.3, 2.8	- Recognises importance of building rapport to establish effective working relationships - Selects appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	2.1, 2.5, 2.6, 2.9	Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPSUP464 Provide customer service and education	ICPSU464C Provide customer service and education	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>

Assessment Requirements for ICPSUP464 Provide customer service and education

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use effective strategies to build client relationships, according to business practices
- liaise with customers and staff to gather, clarify, convey or confirm information
- explain the services and capabilities of the enterprise to customers
- effectively manage customer expectations and make client aware of timelines and budget
- prepare and document required job information
- assemble a portfolio covering a period of at least ONE month that demonstrates satisfactory completion of a job (documents should indicate that the job has been completed within budget and to the customer's satisfaction).

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline requirements of all relevant printing processes
- explain the relationship between pre-press, press and post-press
- outline costs and characteristics of a range of substrates and inks

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>