



Australian Government

Department of Education, Employment and Workplace Relations

ICPSU464C Provide customer service and education

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to liaise with customers and clients to ensure satisfactory provision of printed products or services.
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Application of the Unit

Application of the unit	This unit requires the individual to provide service to customers in the printing industry.
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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. Establish and maintain a positive relationship with the client	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 processes
2. Manage customer expectations	2.1. Match customer needs and expectations with production process requirements 2.2. Job requirements are clarified with client and compared with quote/estimate 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 that is communicated to the client 2.8. Client is provided with documentation to review and approves all dummies and proofs at appropriate stages in the 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 the impact on budget and timeline is communicated to the client 3.2. The client is advised on alternative production techniques

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- OHS in relation to operating machinery such as safely switching off machinery before cleaning is started
- communication of ideas and information by acting as a liaison between customer and printer and accurately transmitting the requirements, possibilities and limitations of each to the other
- collecting, analysing and organising information by using data on equipment capabilities, costs and customer requirements to produce a viable quote
- planning and organising activities by ensuring adequate consultation with the customer during the job
- teamwork when working effectively with both customers and production workers to ensure job satisfaction
- mathematical ideas and techniques by developing different quotes for different production options
- problem-solving skills by effectively translating the customer's idea/requirements into a viable product/job
- use of technology by using software for estimating and understanding cross-platform software issues when quoting jobs

Required knowledge

- requirements of all printing processes
- relationship between pre-press, press and post-press
- costs and characteristics of a range of substrates and inks
- information sources

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 ability to:

- effectively managing customer expectations and making client aware of the stages and scheduling of production. Effective customer service
- demonstrate an ability to find and use information relevant to the task from a variety of information sources
- provide a portfolio covering a month that demonstrates all paperwork has been completed correctly, jobs are completed within budgets, customers' expectations are met eg by providing written or oral reports or examining work error reports
- evidence for assessment may be gathered from assessment of the unit of competency alone or through an integrated assessment activity.

Context of and specific resources for assessment

Assessment must ensure:

- assessment may take place on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.

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.

Guidance information for assessment

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

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>Range of processes</i> may include:	all printing processes.
<i>Customers</i> may include:	- internal - external.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Support
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Co-requisite units

Co-requisite units		