



Australian Government

ICTWOR308 Provide customer service to telecommunications customers

Release: 1

ICTWOR308 Provide customer service to telecommunications customers

Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to deliver all aspects of customer service relevant to the telecommunications industry. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

It applies to technicians who perform a range of tasks in a defined context under supervision or as part of a team.

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

Unit Sector

Workplace effectiveness

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 contact with customers	1.1 Greet customer in a professional, courteous and concise manner according to enterprise requirements 1.2 Maintain personal presentation according to enterprise requirements 1.3 Communicate using appropriate interpersonal skills to facilitate accurate and relevant exchange of information 1.4 Respond appropriately to customer requests and use effective communication strategies that reflect customer support needs

ELEMENT	PERFORMANCE CRITERIA
	1.5 Establish rapport with customer by expressing a genuine interest in customer requirements
2. Identify telecommunications installation requirements	2.1 Use active listening and questioning techniques to clarify installation requirements 2.2 Identify details of existing and proposed telecommunications and/or cabling work 2.3 Establish intended uses of equipment and associated cabling requirements 2.4 Discuss benefits and disadvantages of alternative cabling or equipment as required 2.5 Convey information respectfully and clearly
3. Identify installation locations	3.1 Assess potential locations to ensure accuracy of installation 3.3 Propose locations and confirm with customer 3.4 Review existing plans and verify that proposed locations match enterprise preferred locations 3.5 Scope activities to avoid work, health and safety (WHS) hazards
4. Deliver service/s to customers	4.1 Establish availability, security, safety and other constraints on use of existing systems 4.2 Communicate information according to enterprise code of conduct 4.3 Implement enterprise procedures to install equipment and/or cabling according to industry standards and manufacturer specifications
5. Work as a team to provide customer service	5.1 Acknowledge workplace team in providing customer service 5.2 Agree on and establish a set of team goals and procedures in providing customer service 5.3 Contribute to and support other team member goals to achieve quality customer service outcomes 5.4 Review team goals and processes, as part of the team, to ensure continuous improvement of services provided to customers
6. Process customer feedback	6.1 Seek, recognise and acknowledge customer feedback in order to improve personal performance and/or behaviour 6.2 Respond according to enterprise procedures and legislative requirements 6.3 Identify unmet needs and evaluate suitable ways to action

ELEMENT	PERFORMANCE CRITERIA
	feedback 6.4 Assist customers to contact other services according to enterprise policies and procedures
7. Finalise customer interaction	7.1 Complete all required documents promptly and accurately according to enterprise policies and procedures 7.2 File completed documentation according to enterprise policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance, but not explicit in the performance criteria.

Skill	Description
Reading	- Understands requirements in enterprise policy and procedure documents - Interprets product and service information in a range of formats to provide customer advice
Writing	Records customer information according to enterprise requirements
Oral Communication	- Provides information or advice using structure and language to suit the audience - Asks questions and listens to gain information or confirm understanding
Numeracy	Performs mathematical calculations to check and confirm location of installation
Navigate the world of work	Follows enterprise procedures and practices relevant to own role
Interact with others	- Uses accepted communication practices to establish connections, build rapport and develop professional working relationships - Adjusts personal communication style in response to the opinions, values and particular needs of others
Get the work done	- Addresses routine problems in familiar work contexts - Recognises opportunities to enhance work practices and outcomes

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTWOR308 Provide customer service to telecommunications customers

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Performance Evidence

The candidate must demonstrate the ability to perform the tasks outlined in the elements, performance criteria, and foundation skills, and to:

- provide routine telecommunications customer services in a professional manner
- document and record concerns and solutions according to enterprise guidelines and escalation procedures
- identify customer needs using appropriate interpersonal skills
- provide prompt service to address customer needs according to enterprise requirements
- identify opportunities to increase the quality of service and products
- respond to and record all customer feedback according to relevant standards, and enterprise policies and procedures.

Note: Evidence must be provided at least once when a specific volume or frequency is not stated.

Knowledge Evidence

The candidate must demonstrate the knowledge required to perform the tasks outlined in the elements, performance criteria, and foundation skills, which includes knowledge about:

- telecommunications customer equipment and their general features and capabilities
- enterprise systems and telecommunications work environment
- key provisions of relevant legislation from all forms of government that apply to providing customer service
- enterprise policies and procedures relating to the customer service process
- range of typical issues and challenges that can arise when providing customer service in the telecommunications industry.

Assessment Conditions

Skills must be assessed in a workplace or simulated environment where conditions are typical of those in a telecommunications work environment or workplace.

Access is required to:

- workplace documents, enterprise policies and procedures for customer service
- examples of customer feedback
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

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