



Australian Government

Assessment Requirements for MEM16004 Perform internal/external customer service

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM16004B Perform internal/external customer service

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- applying product knowledge to address customer enquiries
- establishing rapport with the customer and providing positive customer experience
- identifying customer requirements and clearly communicating the degree to which the customer requirements can be met
- proposing alternative products and/or services to satisfy customer requirements and taking action to implement these
- recording and following up customer requirements not able to be met.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures
- cost of the required product or service
- features and characteristics of products and services offered
- product and service availability and processes
- range of customer requirements for product/service and alternatives available
- reasons for informing the customer promptly of the ability/inability to meet the customer requirements
- strategies for managing customer issues
- record keeping requirements of customer service interactions and transactions
- procedures for:
 - actioning customer orders
 - recording and managing customer complaints
 - recording customer requirements which are not met
 - following up on customer requirements that are not met.

Assessment Conditions

- Assessors must:
 - have vocational competency in performing internal/external customer service at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>