



Australian Government

Assessment Requirements for NWPGEN026 Provide and promote customer service

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes:

- addressing the concerns of customers
- applying dispute resolution skills
- applying interpersonal skills
- applying problem solving skills
- communicating effectively in a diverse work force
- communicating effectively with internal and external customers according to organisational procedures and standards
- contributing to improvements in customer service standards
- identifying both internal and external customers
- managing and reporting customer complaints according to workplace organisational procedures
- preparing resources and planning work to meet customer requirements
- reporting on customer issues
- reviewing customer service and customer satisfaction

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of:

- communication techniques
- customer service standards and techniques
- problem solving strategies
- relevant legislation and regulations
- workplace policies and procedures, industry standards and quality systems

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

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