



Australian Government

NWPGEN026 Provide and promote customer service

Release: 1

NWPGEN026 Provide and promote customer service

Modification History

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

Application

This unit involves the skills and knowledge required to provide and promote customer service.

It includes responding effectively to the needs of internal and external customers by the application of the organisation's standards and processes. The ability to solve problems, communicate effectively and seek opportunities to improve service to customers is essential to performance.

This unit applies to those working as field staff with specific responsibility for the provision of customer service to customers and suppliers of the organisation. Those undertaking this unit work under supervision, while performing routine tasks in a familiar context.

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

Pre-requisite Unit

Not applicable.

Competency Field

General

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Apply customer service standards

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Identify and apply customer service policies and procedures

	1.2	Use effective communication to inform customers of available choices
	1.3	Apply relevant workplace processes for handling customer queries, complaints and disputes
	1.4	Apply effective communication techniques with customers and stakeholders
	1.5	Participate in team and work activities to address customer expectations and minimise inconvenience according to workplace procedures
	1.6	Use available resources to address customer requirements and services
2	Respond to customer needs and concerns	
	2.1	Determine customer needs and expectations
	2.2	Address customer needs or complaints clearly, politely and effectively
	2.3	Refer customer concerns related to organisational liability to appropriate personnel
3	Contribute to customer service standards	
	3.1	Review work performance to improve services to customers
	3.2	Record evidence of customer issues, document and report to appropriate personnel

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to NWPIRR051 Provide and promote customer service.

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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Assessment Requirements for NWPGEN026 Provide and promote customer service

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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.

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