



Australian Government

PMC562081 Deliver customer service

Release: 1

PMC562081 Deliver customer service

Modification History

Release 1. Supersedes and is equivalent to PMC562081B Deliver customer service

Application

This unit of competency covers the skills and knowledge required to deliver customer service in the workplace. It applies to customers within the organisation and external customers, for example, where the operator takes orders or delivers product.

This unit of competency applies to operators who are required to identify customer requirements, ensure products meet customer requirements, deal with customer requests and identify areas for improvement.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members, team leader and supervisor, as appropriate.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Identify customer requirements	1.1	Identify company/team objectives and key performance indicators (KPIs) in meeting internal and external customer requirements
		1.2	Explain the role of the quality system in meeting customer requirements
		1.3	Identify the role of the individual and the team in

			meeting these requirements
2	Respond to customer requirements	2.1	Use effective questioning and listening techniques to identify customer requirements
		2.2	Use quality assurance systems to ensure products and services meet customer requirements
		2.3	Display a helpful and courteous attitude when responding to customer enquiries
		2.4	Ensure up to date advice and product knowledge is supplied to customers
		2.5	Deal with all customer requests in a timely manner
		2.6	Complete all company documentation/records
		2.7	Follow up customer requests and provide feedback to customers
3	Improve customer service	3.1	Identify methods of improving customer service and make recommendations to appropriate personnel for improvements
		3.2	Implement improvements in customer service
		3.3	Provide reports and appropriate feedback in accordance with company requirements

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used.

Applicable legislation, regulations, standards and codes of practice include:

- health, safety and environmental (HSE) legislation, regulations and codes of practice relevant to the workplace, equipment and production processes and hazardous materials
- Australian/international standards relevant to the materials being used and products being made
- any relevant licence and certification requirements.

All operations to which this unit applies are subject to stringent HSE requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and such requirements the legislative requirements take precedence.

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or any combination of:

- manufacturer's technical information
- job cards
- drawings
- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant.

Records and reports Records include one or more of:

- log books/sheets
- electronic records
- job/work sheets
- other records used for the smooth running of the plant.

Reports include one or more of:

- paper or electronic-based logs and reports
- verbal/radio reports
- reporting items found which require action.

Unit Mapping Information

Release 1. Supersedes and is equivalent to PMC562081B Deliver customer service

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=45a7f1d5-61a5-447a-9688-7abbd7e1a5c7>

Assessment Requirements for PMC562081 Deliver customer service

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Performance Evidence

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

- read and interpret quality documentation, organisation business objectives and key performance indicators (KPIs), job sheets, procedures, material labels and safety information
- use oral communication techniques to identify customer requirements, and provide up-to-date product information
- use quality assurance systems to ensure products/services meet customer requirements
- follow up on customer requests
- recommend, report and implement improvements to customer service
- apply safety procedures
- complete workplace records and reports
- do basic arithmetical manipulations, including additions, subtractions, divisions, fractions and percentages.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job sufficient to operate under routine only supervision and to solve routine problems, including knowledge of:

- types and characteristics of products/services provided in/by the organisation
- principles of the production process and normal operating parameters
- communication techniques, including:
 - listening
 - questioning
 - answering
 - providing feedback
 - non-verbal communication
- organisation procedures relevant to customer service, including:
 - quality assurance
 - complaints handling
 - continuous improvement
 - ordering/delivering products.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of an operating plant
 - will typically include a supervisor/third-party report or other evidence, focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
 - may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should 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.
- Assessment in a simulated environment should use evidence collected from demonstration of skills and one or more of:
 - walk-throughs
 - pilot plant operation
 - industry-based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process such as workbooks, written assessments or interviews (provided a record is kept).
- 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.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- In addition the assessor or anyone acting in subject matter expert role in assessment shall demonstrate both technical competency and currency. If the assessor cannot demonstrate technical competency and currency they shall assess with a subject matter expert who does meet these requirements.
- Technical competence can be demonstrated through one or more of:

- relevant VET or other qualification/Statement of Attainment
- appropriate workplace experience undertaking the type of work being assessed under routine and non-routine conditions
- appropriate workplace experience supervising/evaluating the type of work being assessed under routine and non-routine conditions
- Currency can be demonstrated through one or more of:
 - being currently employed undertaking the type of work being assessed
 - being employed by the organisation undertaking the type of work being assessed and having maintained currency in accordance with that organisation's policies and procedures
 - having consulted/had contact with an organisation undertaking the type of work being assessed within the last twelve months, the consultation/contact being related to assessment
 - conducting on the job training/assessments of the type of work being assessed
 - being an active member of a relevant professional body and participating in activities relevant to the assessment of this type of work.

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