



Australian Government

Department of Education, Employment and Workplace Relations

PMC562081B Deliver customer service

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the delivery of customer service in the workplace. It involves identifying customer requirements, ensuring products meet customer requirements, dealing with customer requests and identifying areas for improvement.
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Application of the Unit

Application of the unit	This unit of competency applies to operators who also deal directly with the customer. While the customer may be internal, it is intended for external customers. Operators may deal directly with customers as part of order taking or product delivery (e.g. in the premixed concrete sector) or as part of complaint investigation and resolution. This does not deal directly with complaint handling. This unit of competency is typically performed by operators, working either independently or as part of a work team who apply a range of routine tasks. It involves identifying, responding and improving customer service for both internal and external customers.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- effective questioning and answering techniques
- effective interpersonal skills
- communicating to convey meaning clearly, concisely and coherently
- literacy skills to communicate with customers
- numeracy skills to interpret customer requirements and to meet customer needs
- problemsolving skills to deal with customer enquiries or complaints
- reading and numeracy to interpret workplace documents and technical information

Required knowledge

Required knowledge includes:

- company products and services and quality procedures as it applies to customer requirements
- understanding of process, normal operating parameters and product quality
- relevant occupational health and safety (OHS) and environmental requirements and an ability to implement them is required
- organisational procedures and work instructions is required

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of satisfactory performance in this unit can be obtained by observation of performance and questioning to indicate understanding and knowledge of the elements of the competency and performance criteria. In particular, look to see that:

- customer requirements are accurately assessed
- customer requirements are completed within the necessary timelines
- appropriate documenting of the customer request is undertaken
- quality of customer service is evaluated
- enterprise procedures for identifying and suggesting improvements are followed
- customer complaints are effectively attended to.

Context of and specific resources for assessment

Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations.

Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.

Simulation or case studies/scenarios may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual plant and will include 'walk-throughs' of the relevant competency components. A bank of scenarios/case studies/what ifs and questions will be required to probe the reasoning behind observable actions.

Method of assessment

This unit may be assessed in conjunction with:

- MSAPMSUP100B Apply workplace procedures
- MSAPMSUP200AAchieve work outcomes.

Individual enterprises may choose to add prerequisites

EVIDENCE GUIDE	
	and co-requisites relevant to their processes.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Procedures	All operations are performed in accordance with standard procedures and work instructions
Customers	Customers may be: • internal or external
Communications	Communications may include: • telephone • two way radio • computer equipment • face-to-face interaction
Plant documentation	Plant documentation may include: • organisational policies • standard operating procedures and work instructions • quality documentation • company business objectives and KPIs
OHS	All operations are subject to stringent OHS requirements and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and OHS requirements, the OHS requirements take precedence

Unit Sector(s)

Unit sector	Support
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		