



Australian Government

Department of Education, Employment and Workplace Relations

SIRRPOS004A Handle customer interviews and applications

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct interviews with customers for services associated with third-party agencies.

Application of the Unit

This unit applies to retail post personnel at the supervisory level who consistently apply the correct government and corporate policies and procedures for interviewing and processing applications for third-party agencies. It also requires the staff member to act in a professional and customer focused manner at all times while ensuring the confidentiality of the customer is maintained and the integrity of the application process assured.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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.

- | | |
|--------------------------------|---|
| 1. Prepare for the interview. | 1.1.Organise <i>relevant documentation and information sources</i> in preparation for <i>specific interview</i> .
1.2.Advise customer of <i>documentation</i> and payment requirements, <i>interview procedure</i> and attendance requirements.
1.3.Take follow up action as necessary. |
| 2. Conduct customer interview. | 2.1.Explain interview purpose, process and identification requirements.
2.2.Check customer's documentation, including <i>personal details</i> to ensure it is according to postal enterprise guidelines and regulatory requirements of authorising agency.
2.3.Ensure interview conditions and facilities are according to postal enterprise and authorising agency requirements.
2.4.Record comments according to requirements of postal enterprise and authorising agency.
2.5.Sight customer's original documentation and question customer effectively to ensure information provided is authentic and appropriate according to postal enterprise and authorising agency requirements.
2.6.Confirm applicant identification, checking quality, consistency and identification details of all relevant documents and photographs according to requirements of postal enterprise and authorising agency.
2.7.Confirm and cross check documented details to ensure consistency and validity.
2.8.Request, sight and include <i>additional evidence</i> as required to address regulatory requirements.
2.9.Access all relevant information sources to confirm application is according to customer and regulatory body requirements. |
| 3. Finalise application. | 3.1.Remind customer of their responsibility to provide accurate information and inform them of arrangements to finalise the application.
3.2.Accept and record payment according to requirements of postal enterprise and authorising agency. |

- 3.3. Amend or cancel previous documentation or arrangements as required according to requirements of postal enterprise and authorising agency.
- 3.4. Verify completed application according to postal enterprise policy and procedures.
- 3.5. Offer delivery options and organise according to postal enterprise and authorising agency policy and procedures.
- 3.6. Complete declaration and record transaction according to requirements of postal enterprise and authorising agency.
- 3.7. Provide customer with relevant information about further steps in the process according to requirements of postal enterprise and authorising agency.
- 3.8. Maintain confidentiality according to privacy requirements and postal enterprise policy and procedures.
- 3.9. Record application details and forward to the relevant authority according to requirements of postal enterprise and authorising agency.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal communication skills to:
 - prepare for and conduct interview with customer
 - finalise application through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - give instructions
 - assist customers to complete relevant application documentation
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- literacy and numeracy skills to read and interpret the requirements postal enterprise and third-party agency applications

Required knowledge

- postal enterprise and authorising agency policy and procedures in regard to:
 - establishing identification of applicant
 - establishing authenticity of applicant's documentation
 - completion of relevant documentation
- relevant legislation and statutory requirements in relation to conducting interviews with customers for services associated with third-party agencies

Evidence Guide

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

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

Evidence of the following is essential:

- accesses legal and regulatory requirements for applications
- communicates effectively with customers or applicants
- defuses situations in which customers or applicants are aggressive
- completes documentation accurately
- locates, interprets and applies relevant information, which may include Work Health and Safety (WHS) and environmental requirements, privacy legislation and postal enterprise operating procedures and policy
- works effectively with others in the workplace
- conveys information effectively in verbal and written form
- maintains workplace records and documentation
- provides effective and professional customer service
- selects and uses appropriate workplace colloquial and technical language.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
 - postal enterprise policy and procedure manuals
 - policy and procedure manuals for relevant authorising agencies
 - customer application documents
 - personal identification and related documentation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance

**Guidance information for
assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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.

Relevant documentation and information sources may include:

- application form
- applicant birth certificate
- applicant's previous passport
- third-party agency enquiry lines
- third-party agency and postal enterprise manuals.

Specific interviews may include:

- Australian passport and Document of Identity (Norfolk Island) applications
- Australian citizenship applications
- application to open a bank account
- licence applications.

Documentation requirements may include:

- documents as per agency agreements
- sufficient and valid identification.

Interview procedure may include:

- a requirement for an interpreter.

Personal details may include:

- full name (including change of name documentation or deed poll)
- sex
- date of birth
- place of birth
- details of spouse and children (including decree nisi if relevant)
- mother's family name at birth
- daytime contact details
- residential address.

Additional evidence may include:

- forms of identification, including recent photograph, such as current driver's licence
- birth certificate of parent
- citizenship and residence details
- intention to reside.

Unit Sector(s)

Retail

Competency field

Retail Post