



Australian Government

TLII1002 Apply customer service skills

Release: 1

TLII1002 Apply customer service skills

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply routine customer service skills in accordance with workplace standards and procedures.

It includes dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

It involves implementing customer service principles and procedures in day-to-day interactions with internal and external customers as part of workplace operations.

Work is performed under supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Deal with customer inquiries

PERFORMANCE CRITERIA

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

- 1.1 Customer inquiries are responded to courteously and efficiently by phone and face-to-face
- 1.2 Questions are used to clarify customer needs or concerns
- 1.3 Assistance from other staff is sought when customer inquiries cannot be fully answered

- 1.4 Product, service and/or operational knowledge is used to answer customer queries or to respond to customer needs
- 1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
- 2 Monitor customer satisfaction**
 - 2.1 Customer is greeted cordially in accordance with workplace procedures
 - 2.2 Customer requirements are dealt with according to workplace procedures
 - 2.3 Special needs are addressed in accordance with workplace policies
 - 2.4 Appropriate feedback is provided to managers and internal and/or external customers

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII1002A Apply customer service skills.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII1002 Apply customer service skills

Modification History

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Performance Evidence

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

- applying relevant legislation and workplace procedures
- communicating effectively with others when providing customer service, including using appropriate telephone techniques
- completing documentation related to providing customer service
- handling customer queries and complaints effectively
- interpreting and following operational instructions and prioritising work
- reporting and/or rectifying identified problems effectively, in accordance with regulatory requirements and workplace procedures
- reading and interpreting instructions, procedures, information and labels relevant to providing customer service
- working collaboratively with others to:
 - provide quality customer service
 - identify, define and solve problems
- working systematically with required attention to detail
- writing simple reports and records of inquiries.

Knowledge Evidence

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

- customer service policies and procedures
- products and/or services provided by the workplace
- relevant duty of care responsibilities
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- sources of information and documentation needed for workplace operations
- types of operations carried out in the workplace

- workplace procedures relevant to work activities.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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