



Australian Government

TLII4001 Coordinate quality customer service

Release: 2

TLII4001 Coordinate quality customer service

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

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 coordinate quality customer service in accordance with relevant regulations.

It includes planning to meet internal and external customer requirements, ensuring the delivery of quality service and monitoring, adjusting and reporting customer service.

Work is performed under general 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 Plan to meet internal and external customer

PERFORMANCE CRITERIA

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

1.1 Needs of customers are researched, assessed, confirmed and taken into account when planning organisational

requirements	products and services
2 Ensure delivery of quality service	1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers
	2.1 Quality, safety, resource and delivery standards are consistently met through individual/team performance
	2.2 Coaching and mentoring is used to assist colleagues overcome difficulty in meeting customer service standards
3 Monitor, adjust and report customer service	2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards
	3.1 Organisational systems are used to monitor progress in achieving product/service targets and standards
	3.2 Customer feedback is sought and used to improve the provision of products/services
	3.3 Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups
	3.4 Adjustments/recommendations are made to products/services as required
	3.5 Those who have a role in product/service planning and delivery are informed of changes
	3.6 Records, reports and recommendations are managed in accordance with organisational systems and processes

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII4001A Coordinate quality customer service.

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 TLII4001 Coordinate quality customer service

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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 agreements, codes of practice or other legislative requirements to work processes
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when coordinating quality customer service
- completing relevant documentation
- identifying and correctly using equipment, processes and procedures
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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 and market characteristics
- relevant Australian and state/territory standards, regulations and codes of practice
- requirements of workplace systems, operations and relevant equipment
- risks involved in workplace operations and related precautions to control risk

- role of customer service in company profitability
- workplace procedures and policies for coordinating quality customer service in workplace operations.

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:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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