



Australian Government

TLII4022 Identify and meet customer requirements

Release: 2

TLII4022 Identify and meet customer requirements

Modification History

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

- PC 2.2 moved to Element 1
- 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

It includes identifying customer needs, delivering a service to customers and communicating customer needs with other members of the organisation.

Work is performed under minimum supervision. It involves discretion and judgement for self and others in meeting customer and organisation needs.

Work involves responsibility for the development of work plans and may include the provision of leadership of others, either individually or in teams.

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

Rail Sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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|----------|---|------------|--|
| 1 | Determine customer needs | 1.1 | Customers are identified in accordance with business goals and shared objectives |
| | | 1.2 | Appropriate questioning and active listening are used to fully determine customer needs |
| | | 1.3 | Customer needs are assessed for urgency to identify priorities for service delivery |
| | | 1.4 | Hazards are identified, risks assessed and control measures implemented |
| | | 1.5 | Customers are provided with information about available options for meeting their needs and assisted in identifying preferred options |
| | | 1.6 | Personal limitations in addressing customer needs are identified and assistance is sought from designated persons as required |
| 2 | Deliver service to customers | 2.1 | Communication is undertaken with customers in a clear, concise and courteous manner |
| | | 2.2 | Appropriate customer service is provided to meet identified needs in accordance with organisational requirements and shared objectives |
| | | 2.3 | Information and follow-up regarding problems and delays are provided within appropriate timeframes |
| | | 2.4 | Opportunities to enhance the quality of service are identified and acted upon |
| 3 | Convey customer need within the organisation | 3.1 | Outcomes of customer service interactions are communicated to appropriate persons in the organisation |
| | | 3.2 | Relevant documentation is confirmed, completed and processed |
| | | 3.3 | Feedback mechanisms are used to ensure continuous improvement of customer service outcomes |

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.

Unit Mapping Information

This unit replaces and is equivalent to TLII4022A Identify and meet customer requirements.

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 TLII4022 Identify and meet customer requirements

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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 and negotiating effectively with others
- communicating customer needs with other members of the organisation
- completing relevant documentation
- delivering a service to customers
- identifying and assessing customer and organisational requirements
- identifying customer needs
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- reading and interpreting relevant instructions, procedures and information
- reporting and rectifying within limits of own role, problems that may arise, in accordance with workplace procedures
- using appropriate numeric functions when identifying customer needs
- working collaboratively with others.

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:

- problems that can occur when meeting customer and organisation needs, and action that can be taken to resolve these problems
- relevant workplace policies and procedures
- workplace protocols and procedures for meeting customer and organisation needs, including planning and quality improvement of services and 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 or, where this is not available, 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:

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

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