



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>