



Australian Government

TLII5018 Manage customer service

Release: 1

TLII5018 Manage customer service

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 manage customer service as part of work undertaken in various contexts within the transport and logistics industry.

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

The unit generally applies to those who lead individuals or 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

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Plan to meet internal and external customer requirements	1.1 Customer needs are researched, clarified, assessed and included in the planning process 1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers, in accordance with organisational policies and procedures
2 Ensure delivery of quality	2.1 Products/services are delivered to customer specifications in accordance with the organisational

products/services	business plan
	2.2 Individual/team performance is monitored to ensure it consistently meets quality, safety, resource and delivery standards
	2.3 Colleagues are coached and mentored to assist them to overcome difficulty in meeting customer service standards
	2.4 Resources are used effectively and efficiently to provide quality products/services to customers
3 Monitor, adjust and report customer service	3.1 Organisational systems and technology 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 problems and make improvements to products/services are taken in consultation with designated individuals/groups
	3.4 Adjustments are made to products/services, and those who have a role in their planning and delivery are informed of changes

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 TLII5018A Manage 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 TLII5018 Manage customer service

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 and consulting with others to ensure excellent customer service is modelled to staff and that customer issues are resolved
- dealing effectively with unplanned events such as a change in the volume of customer inquiries
- developing, implementing and revising contingency plans
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule, particularly in line with agreed time and quality standards
- preparing reports to develop and disseminate information on customer service performance.

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:

- organisational performance management systems
- organisational policies, principles, codes and performance standards
- quality management systems
- relevant sections of national and state/territory regulatory requirements and codes of practice such as consumer protection legislation
- requirements for completing relevant documentation such as reports of customer complaints and resolutions
- risk management as it relates to dealing with customers and managing consequences of poor customer service
- steps involved in planning 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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 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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