



Australian Government

Department of Education, Employment and Workplace Relations

TLII107D Coordinate quality customer service

Release: 1

TLII107D Coordinate quality customer service

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service.

Application of the Unit

Work must be carried out in compliance with the relevant regulations.
Work is performed under general supervision. It involves the application of the routine procedures to the coordination of quality customer service.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan to meet internal and external customer requirements	1.1 The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services 1.2 Provision is made in plans to achieve the quality, time and costs specifications agreed with customers
2 Ensure delivery of quality service	2.1 Individual/team performance consistently meets quality, safety, resource and delivery standards 2.2 Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards 2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards
3 Monitor, adjust and report customer service	3.1 Company's 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 (as required) are made to products/services 3.5 Those who have a role in products/services planning and delivery are informed of changes 3.6 Records, reports and recommendations are managed within the company's systems and processes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant Australian and state and territory standards, regulations and codes of practice

OH&S procedures and guidelines relevant to workplace operations

Risks involved in workplace operations and related precautions to control the risk

Workplace procedures and policies for the coordination of quality customer service in workplace operations

Customer and market characteristics

The role of customer service in company profitability

Requirements of workplace systems and operations and relevant equipment

Required skills:

Communicate effectively with others when coordinating quality customer service

Read and interpret instructions, procedures, information and signs relevant to the coordination of quality customer service

Interpret and follow operational instructions and prioritise work

Complete documentation related to the coordination of quality customer service

Operate electronic communication equipment to required protocol

Work collaboratively with others when coordinating quality customer service

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when coordinating quality customer service in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when coordinating quality customer service

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply relevant agreements, codes of practice or other legislative requirements to work processes

Identify and correctly use equipment, processes and procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	- in a range of work environments and weather conditions - by day or night
Customers may be:	internal or external
Operations may be undertaken:	on- or off-base site or workplace
Coordination of workplace policies for the provision of customer service may include:	- level of service provision - scheduling of operations - delivery of services
Consultative processes may involve:	- clients - other employees and supervisors - management - union representatives - industrial relations and OH&S specialists - other professional or technical staff - local government authorities
Hazards may include:	- vehicular traffic and pedestrians - uneven ground, steps, road surfaces - dust and vapours - hazardous or dangerous materials - humidity, air temperature and radiant heat - light including UV - noise
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Communication in the work area may	fixed phone

include:	mobile phone fax email internet radio oral, aural or signed communications
Information/documents may include:	operations manuals induction documentation competency standards and training materials manufacturers specifications for relevant equipment Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail workplace procedures and policies for the preparation of mail for delivery supplier and/or client instructions award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements customer service and quality assurance standards and procedures emergency procedures
Applicable regulations and legislation may include:	state/territory roads and traffic authority road rule and licence requirements Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail relevant state/territory environmental protection legislation relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service