



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLII5018A Manage customer service**

**Release: 1**

## **TLII5018A Manage customer service**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to manage customer service. It includes planning to meet internal and external customer requirements; ensuring delivery of quality products/services; and monitoring, adjusting and reporting customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**                      This unit contains employability skills.

## **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

| ELEMENT                                                           | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Plan to meet internal and external customer requirements</b> | <p>1.1 The needs of customers are researched, understood and assessed, and included in the planning process</p> <p>1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers</p>                                                                                                                                                                                                                                                                                            |
| <b>2 Ensure delivery of quality products/services</b>             | <p>2.1 Products/services are delivered to customer specifications within the team's/organisation's business plan</p> <p>2.2 Individual/team performance consistently meets quality, safety, resource and delivery standards</p> <p>2.3 Coaching and mentoring assist colleagues to overcome difficulty in meeting customer service standards</p> <p>2.4 Resources are used effectively and efficiently to provide quality products/services to customers</p>                                                                |
| <b>3 Monitor, adjust and report customer service</b>              | <p>3.1 The organisation's systems and technology are used to monitor progress in achieving product/service targets and standards</p> <p>3.2 Customer feedback is sought and used to improve the provision of products/services</p> <p>3.3 Decisions to overcome problems and make improvements to products/services are taken in consultation with designated individuals/groups</p> <p>3.4 Adjustments are made to products/services, and those who have a role in their planning and delivery are informed of changes</p> |

## 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 sections of national and state or territory regulatory requirements and codes of practice such as consumer protection legislation
- Relevant OH&S and environmental procedures and regulations
- Organisational policies, principles, codes and performance standards
- Risk management as it relates to dealings with customers, and managing potential fall-out from poor customer service
- Performance management systems used in the organisation
- Quality management systems
- Requirements for completing relevant documentation such as reports of customer complaints

## REQUIRED KNOWLEDGE AND SKILLS

and resolutions

- Steps involved in planning the work activities

### Required skills:

- Communicate and consult with others to ensure excellent customer service is modelled to staff and that customer issues are resolved
- Prepare reports to develop and disseminate information on customer service performance
- Interpret and follow operational instructions and prioritise work
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Deal effectively with unplanned events such as a change in the volume of customer enquiries
- Monitor work activities in terms of planned schedule, particularly in line with agreed time and quality standards

## Evidence Guide

### 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/or 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:

## EVIDENCE GUIDE

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | <ul style="list-style-type: none"> <li>• relevant and appropriate materials and equipment, and</li> <li>• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals</li> </ul>                                                                                                                                                                                                                                                                                                         |
| <b>Method of assessment</b> | <ul style="list-style-type: none"> <li>• Assessment of this unit must be undertaken by a registered training organisation</li> <li>• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests</li> <li>• Practical assessment must occur:             <ul style="list-style-type: none"> <li>• through activities in an appropriately simulated environment at the registered training organisation, and/or</li> <li>• in an appropriate range of situations in the workplace</li> </ul> </li> </ul> |

## 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.

|                                                     |                                                                                                                                                                                                                |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appropriate systems may include:                    | <ul style="list-style-type: none"> <li>• quality management</li> <li>• customer feedback/response</li> </ul>                                                                                                   |
| Customer service standards and plans may include:   | <ul style="list-style-type: none"> <li>• response times/delivery times</li> <li>• protocols to which staff are trained to provide consistent quality service</li> <li>• quality specifications</li> </ul>      |
| Documentation and records may include:              | <ul style="list-style-type: none"> <li>• quality assurance procedures</li> <li>• emergency procedures</li> <li>• customer surveys, lists of complaints, reports from staff in relation to customers</li> </ul> |
| Applicable legislation and regulations may include: | <ul style="list-style-type: none"> <li>• Australian legislation, regulations and codes of practice, including consumer protection legislation</li> <li>• workplace relations regulations</li> </ul>            |

## Unit Sector(s)

Not Applicable

## Competency Field

Competency Field

I - Customer Service