

Recognition of Prior Learning (RPL) Pack

Competency Unit	BSBCUS401A Coordinate implementation of customer service strategies				
Unit Descriptor	<i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</i>				
Client Candidate Name	Third Party Employer Representative Name			RTO Assessor Name	
Signature	Signature			Signature	
Date	Date			Date	
Supplementary evidence has been provided for this unit <input type="checkbox"/>		Supervisor <input type="checkbox"/>	Client <input type="checkbox"/>	Colleague <input type="checkbox"/>	Supplementary evidence has been verified and attached for this unit <input type="checkbox"/>

Skills and Attitudes Assessment

How am I going to be assessed and what do I need to provide my assessor?	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to an actual workplace or simulated environment; access to office equipment and resources; examples of customer complaints, feedback and strategies. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; review of documentation reporting changes necessary to maintain service standards; analysis of responses to case studies and scenarios; demonstration of techniques; observation of presentations; oral or written questioning to assess knowledge of customer service techniques and strategies; review of systems, records and reporting procedures to compare changes in customer satisfaction. <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p>	Self Evaluation Assessment 1	Third Party testimonial Assessment 2	RTO Verification Assessment 3	Notes by Assessor
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor	
		Yes No	Yes No	Yes No	
	<i>literacy skills to read a variety of texts, to prepare general information and papers, and to write formal and informal letters according to target audience.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>planning skills to develop implementation schedules.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>problem-solving skills to diagnose organisational problems relating to customer services.</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>identifying needs and priorities of the organisation in delivering services to customers</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>responding to and reporting on customer feedback</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>designing strategies to improve delivery of products and services.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>knowledge of the principles of customer service.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Manages a number of different tasks within the job.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Responds to problems, breakdowns, changes to routine</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Demonstrates a positive attitude and responsibility to work</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

RTO (Office) use only **The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined** Yes No

<p>Advise on customer service needs Clarify and accurately assess customer needs using appropriate communication techniques Diagnose problems matching service delivery to customers and develop options for improved service within organisational requirements Provide relevant and constructive advice to promote the improvement of customer service delivery Use business technology and/or online services to structure and present information on customer service needs</p>	<p>Support implementation of customer service strategies Ensure customer service strategies and opportunities are promoted to designated individuals and groups Identify and allocate available budget resources to fulfil customer service objectives Promptly action procedures to resolve customer difficulties and complaints within organisational requirements Ensure that decisions to implement strategies are taken in consultation with designated individuals and groups</p>	<p>Evaluate and report on customer service Review client satisfaction with service delivery using verifiable data in accordance with organisational requirements Identify and report changes necessary to maintain service standards to designated individuals and groups Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of client service strategies Maintain systems, records and reporting procedures to compare changes in customer satisfaction</p>
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Feedback provided to candidate: Candidate signature:

RTO (Office) use only **Assessment Outcome** **Competent** **Not yet competent** **Candidate appeals the outcome** **Yes** **No** **Initials**..... **Details of appeal:**

Knowledge Assessment	
Competency Unit	<i>BSBCUS401A Coordinate implementation of customer service strategies</i>
I have supporting documentary evidence to demonstrate that I already attain the required knowledge for this unit and the evidence is attached <input type="checkbox"/>	

Alternatively:
For each of the following criteria, please provide an example of how you have met the requirement in the workplace. If there is insufficient space, attach additional pages. Please attach supporting evidence where possible.

Advise on customer service needs (Use the following as a guide to your answer)

- **Clarify and accurately assess customer needs using appropriate communication techniques**
- **Diagnose problems matching service delivery to customers and develop options for improved service within organisational requirements**

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- **Provide relevant and constructive advice to promote the improvement of customer service delivery**
- **Use business technology and/or online services to structure and present information on customer service needs**

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Initials of Trainer/Assessor_____

Initials of Candidate_____

