

Recognition of Prior Learning (RPL) Pack

<b>Competency Unit</b>	<b>BSBCUS402A Address customer needs</b>				
<b>Unit Descriptor</b>	<p><i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to workers required to be familiar with a product and/or service that varies widely and is capable of significant customisation. The customer relationship would typically involve direct interaction a number of times over an extended period.</i></p> <p><i>This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions. They would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.</i></p>				
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**

<b>How am I going to be assessed and what do I need to provide my assessor?</b>	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are <b>suggested</b>:</p> <ul style="list-style-type: none"> <li>Assessment must ensure: access to an actual workplace or simulated environment; access to office equipment and resources; examples of products/services and promotional strategies.</li> <li>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 prioritising preferred actions; analysis of responses to case studies and scenarios; demonstration of techniques; observation of presentations; assessment of written reports; evaluation of communication established with customers; review of customer interaction records.</li> </ul> <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>	<b>Self Evaluation Assessment 1</b>	<b>Third Party testimonial Assessment 2</b>	<b>RTO Verification Assessment 3</b>	<b>Notes by Assessor</b>
		<b>Task/s Verified by Candidate</b>	<b>Task/s Verified by Supervisor</b>	<b>Task/s Verified by Assessor</b>	
		<b>Yes No</b>	<b>Yes No</b>	<b>Yes No</b>	
	<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>numeracy skills to analyse data, and to compare time lines and promotional costs against budgets .....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>problem-solving skills to develop solutions unique to a customer .....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities. ....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>assisting customers to particular their needs .....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>documenting processes used and customer satisfaction with the products/services offered .....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>assisting customers to address their needs.....</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><b>Assist customer to articulate needs</b>  <i>Ensure customer needs are fully explored, understood and agreed          Explain and match available services and products to customer needs          Explain and match available services and products to customer needs</i></p>	<p><b>Satisfy complex customer needs</b>  <i>Explain possibilities for meeting customer needs          Assist customers to evaluate service and/or product options to satisfy their needs          Determine and prioritise preferred actions          Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner</i></p>	<p><b>Manage networks to ensure customer needs are addressed</b>  <i>Establish effective regular communication with customers          Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organisation          Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer, and the products and services available          Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services          Maintain records of customer interaction in accordance with organisational procedures</i></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**

***BSBCUS402A Address customer needs***

I have supporting documentary evidence to demonstrate that I already attain the required knowledge for this unit and the evidence is attached

***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.***

Assist customer to articulate needs (Use the following as a guide to your answer)

- **Ensure customer needs are fully explored, understood and agreed**
- **Explain and match available services and products to customer needs**
- **Explain and match available services and products to customer needs**

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Initials of Trainer/Assessor\_\_\_\_\_

Initials of Candidate\_\_\_\_\_



