

Recognition of Prior Learning (RPL) Pack

<b>Competency Unit</b>	<b>BSBCUS403A Implement customer service standards</b>			
<b>Unit Descriptor</b>	<i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to frontline managers, including team leaders and supervisors, who have responsibility for seeing that a customer service system and customer service standards are implemented. It is expected that someone undertaking this unit would have a detailed knowledge of, and experience in, customer service systems and procedures.</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**

<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 workplace documents.</li> <li>The following assessment methods are appropriate for this unit: analysis of responses to case studies and scenarios; assessment of written reports; direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; observation of presentations; oral or written questioning to assess knowledge of relevant organisational procedures and standards for customer service relationships; evaluation of documentation reviewing customer feedback; review of documentation identifying customer service problems; review of team and work activities plan.</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>	

communication skills to explain the system and standards to the work team.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
language, literacy and numeracy skills to understand and interpret customer service standards to others, and to modify these standards as required.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
identification of customer service system and standards with information about monitoring and support required to ensure compliance with standards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
recommendations about how the standards can be improved or adapted to better meet the needs of the organisation and the customers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
knowledge of customer service models.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manages a number of different tasks within the job.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds to problems, breakdowns, changes to routine.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates a positive attitude and responsibility to work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined** Yes  No

<b>Contribute to quality customer service standards</b> <i>Access, interpret, apply and monitor customer service standards in the workplace in accordance with organisational standards, policies and procedures Make contributions to the development, refinement and improvement of customer service standards, policies and processes</i>	<b>Implement customer service systems</b> <i>Encourage all personnel to consistently implement customer service systems Review customer feedback in consultation with appropriate personnel and analyse when improving work practices Identify customer service problems and make adjustments to ensure continued service quality Communicate adjustments in service delivery to all those involved, within appropriate timeframes Coordinate and manage delivery of services and products to ensure they effectively and efficiently meet agreed quality standards</i>	<b>Implement team customer service standards</b> <i>Plan and implement team and work activities to meet customer needs and expectations, and to minimise inconvenience Identify resources required to undertake team tasks while meeting required customer service levels</i>
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Feedback provided to candidate: ..... Candidate signature: .....

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**Assessment Outcome** **Competent**  **Not yet competent**  **Candidate appeals the outcome** **Yes**  **No**  **Initials**..... **Details of appeal:** .....

**Knowledge Assessment**

**Competency Unit**

***BSBCUS403A Implement customer service standards***

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.***

Contribute to quality customer service standards (Use the following as a guide to your answer)

- **Access, interpret, apply and monitor customer service standards in the workplace in accordance with organisational standards, policies and procedures**
- **Make contributions to the development, refinement and improvement of customer service standards, policies and processes**

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

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

