

Accreditation : This Module is a Nationally Accredited Course

Title : **BSBCUS301A – DELIVER & MONITOR A SERVICE TO CUSTOMERS**

Field Of Study : **CUSTOMER SERVICE**

What is this course all about?

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgment using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.

When you have finished this course you should be able to demonstrate your ability to:

Identify Customer Needs– BSBCUS301A/01

- ❑ Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations
- ❑ Assess customer needs for urgency to determine priorities for service delivery in accordance with organisational requirements
- ❑ Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options
- ❑ Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals

Deliver a service to customers – BSBCUS301A/02

- ❑ Provide prompt service to customers to meet identified needs in accordance with organizational requirements
- ❑ Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery
- ❑ Sensitively and courteously handle customer complaints in accordance with organizational requirements
- ❑ Provide assistance or respond to customers with specific needs in accordance with organizational requirements
- ❑ Identify and use available opportunities to promote and enhance services and products to

customers

Monitor and report on service delivery – BSBCUS301A/03

- ❑ Regularly review customer satisfaction with service delivery using verifiable evidence in accordance with organizational requirements
- ❑ Identify opportunities to enhance the quality of service and products, and pursue within organizational requirements
- ❑ Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements
- ❑ Regularly seek customer feedback and use to improve the provision of products and services
- ❑ Incorporate evidence of customer satisfaction in decisions to modify products or services, ensuring they are within organizational requirements
- ❑ Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services / Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

Competency in this unit requires evidence that, you the candidate: -

- ❑ Literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
- ❑ Technology skills to select and use technology appropriate to a task
- ❑ Communication skills to monitor and advise on customer service strategies
- ❑ Problem- solving skills to deal with customer enquiries or complaints
- ❑ Analytical skills to identify trends and positions of products and services
- ❑ Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - Anti-discrimination legislation
 - Ethical principles
 - Codes of practice
 - Privacy laws
 - Financial legislation
 - Occupational health and safety (OHS)
- ❑ Organisational policy and procedures for customer service including handling customer complaints service standards and best practice models

- ❑ Public relations and product promotion
- ❑ Techniques for dealing with customers, including customers with specific needs

What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.