



Self Assessment Checklist

BSBCUS301A - Deliver and monitor a service to customers

Student Name _____

Evidence Guide

Students are required to provide evidence of the following competencies to demonstrate competency in this unit.

Evidence of the following is essential:

- Identifying needs and priorities of customers
- Distinguishing between different levels of customer satisfaction
- Treating customers with courtesy and respect
- Responding to and reporting on, customer feedback
- Knowledge of organisational policy and procedures for customer service

Required Knowledge

Key provisions of relevant legislation from all forms of government, regulations, standards and documentation 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.

Required Skills

- Literacy 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 position of products and services.

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The student must address each performance criteria under the element. The student must provide evidence of the performance criteria to be assessed. All evidence supplied must be the student's own and submitted in an original condition.

Element	Performance Criteria
<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</p>
<p>1 Identify customer needs</p>	<p>1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations</p> <p>1.2 Assess customer needs for urgency to determine priorities for service delivery in accordance with organisational requirements</p> <p>1.3 Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options</p> <p>1.4 Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals</p>
<p>2 Deliver a service to customers</p>	<p>2.1 Provide prompt service to customers to meet identified needs in accordance with organisational requirements</p> <p>2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery</p> <p>2.3 Sensitively and courteously handle customer complaints in accordance with organisational requirements</p> <p>2.4 Identify and use available opportunities to promote and enhance services and products to customers</p>

3 Monitor and report on service delivery	<ul style="list-style-type: none">3.1 Regularly review customer satisfaction with service delivery using verifiable evidence in accordance with organisational requirements.3.2 Identify opportunities to enhance the quality of service and products and pursue within organisational requirements3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements3.4 Regularly seek customer feedback and use to improve the provision of products and services3.5 Incorporate evidence of customer satisfaction in decisions to modify products or services, ensuring they are within organisational requirements3.6 Ensure reports are clear, detailed and contain recommendation focussed on critical aspects of service delivery.
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