



Self Assessment Checklist

BSBCUS403A - Implement Customer Service Standards

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:

- Identification of customer service system and standards with information about monitoring and support required to ensure compliance with standards
- Recommendations about how the standards can be improved or adapted to better meet the needs of the organisation and the customers
- Knowledge of customer service models

Required Knowledge

- Detailed product or service knowledge
- Models of customer service
- Relevant organisational procedures and standards for customer service relationships

Required Skills

- Communication skills to explain the system and standards to the work team
- Language, literacy and numeracy skills to understand and interpret customer service standards to others and to modify these standards as required
- Problem solving skills and lateral thinking skills to address problems and to ensure service standards are met

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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
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
1. Contribute to quality customer service standards	1.1 Access, interpret, apply and monitor customer service standards in the workplace in accordance with organisational standards, policies and procedures 1.2 Make contributions to the development, refinements and improvement of customer service standards, policies and procedures
2. Implement customer service systems	2.1 Encourage all personnel to consistently implement customer service systems 2.2 Review customer feedback in consultation with appropriate personnel and analyse when improving work practices 2.3 Identify customer service problems and make adjustments to ensure continued service quality 2.4 Communicate adjustments in service delivery to all those involved, within appropriate timeframes 2.5 Coordinate and manage delivery of services and products to ensure they effectively and efficiently meet agreed quality standards
3. Implement team customer service standards	3.1 Plan and implement team and work activities to meet customer needs and expectation and to minimise inconvenience 3.2 Identify resources required to undertake team tasks while meeting required customer service levels