



Sample RPL Application BSB07

Summary:

My application for Recognition of Prior Learning for the unit: BSBCUS301A, Deliver and monitor a service to customers, comes from my experience gained during the period I was employed as a Customer Service Officer at Box SA Agency from October 2004 - October 2005. I was employed during this period to cover a maternity leave absence.

My supervisor at this time was Shelia Supervisor. She will be happy to verify my involvement in this promotional event and can be contacted on 8555 7777 or via email s.supervisor@boxsa.org

My application documents my participation and involvement in the 2005 Box SA Community Week activities across the four 4 branch sites. This was a great professional development opportunity as well as a networking opportunity. Additionally, it allowed me to showcase my creative and organisational skills as well as my ability to communicate effectively across an organisation.

The skills that I used and developed during my time at Box SA included researching, staff liaison, effective written and verbal communication, time management, awareness of legal obligations such as copyright and occupational health and safety.

Within my portfolio there are some criteria that I have been unable to provide direct or personal evidence. For this set of criteria I have included personal statements about my job role and how my experience relates to the criteria. I have discussed my application with Shelly Supervisor. I have also included my supervisor's signature to verify that these are true statements. I am happy to discuss this information in more detail with the trainer to confirm that my skills are relevant to the performance criteria.

Contents:

Below is a description of the elements of competency and performance criteria for the unit of **BSBCUS301A, Deliver and monitor a service to customers**, which I wish to apply for RPL status.

1. Identify customer needs

- 1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations
- 1.2 Assess customer needs for urgency to determine priorities for service delivery in accordance with organisational requirements

- 1.3 Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options
- 1.4 Identify limitation in addressing customer needs and seek appropriate assistance from designated individuals

2. Deliver a service to customers

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

3. Monitor and report on service delivery

- 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 requirements
- 3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements
- 3.4 Regularly seek customer feedback and use to improve the provision of products and services
- 3.5 Incorporate evidence of customer satisfaction in decisions to modify products or services, ensuring they are within organisational requirements
- 3.6 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery

Performance Criteria	Attached documents
1.1 & 2.2	Customer Commendations
1.3	Flyer and poster for Box SA Community week
1.4	Sought clarification via Emails
2.1	Customer service strategy
2.3	Draft letter to Mrs Smith
2.5	Front desk flyer
3.1 & 3.2	External feedback forms
3.3	Internal feedback form
3.4 & 3.5	Newsletter article
3.6	Excel spreadsheet and final report

BSBCUS301A, Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs and monitor service provided to customers.

1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations

While I was employed at Box SA as the Customer Service Officer it was my main responsibility to ensure that all of our internal and external customers were attended to in a polite and courteous manner.

The way that I handled myself was very important as I was representing the agency and the customer charter that had been implemented. To ensure that I complied with the code of conduct and the customer charter I would adopt the appropriate interpersonal skills to identify the needs and expectations of our customers.

One example of my interpersonal skills included the time that I was asked by my supervisor to attend to the front reception counter every Monday. When a

customer would come to the counter I would smile, make eye contact and greet them warmly by asking them “How may I help you today?” I would then actively listen to their reply and to confirm my understanding I would paraphrase what they had just said. If I was unsure or required further information I would ask open ended questions to clarify what their needs are. An open question that I could have asked, “Who were you wanting to see today?”

I think that the service that I provided my customers is evident in the customer testimonials that I received while I was working at Box SA.

1.2 Assess customer needs for urgency to determine priorities for service delivery in accordance with organisational requirements

When assessing customer needs I would try to ask open questions. An open question begins with “who, what, where, when, how or which”.

By looking at the customer’s body language and listening to their tone of voice would also indicate how quickly they need to be served. If I noticed that a customer was waiting to be served and began to tap their fingers it would indicate that they are in a hurry. I would then acknowledge their presence and advise them “Someone will be with you soon”

2.1 Provide prompt service to customers to meet identified needs in accordance with organisational requirements

It is important that no customer is left waiting or unattended. This reflects badly on me as an individual but also on the agency. We want our customers to have a pleasant experience when they visit us. As part of my role as the Customer Service Officer I implemented a service strategy for staff to use. I have attached it as part of my portfolio. Briefly the customer service strategy was implemented to ensure that all of our customers were provided with prompt and efficient service, this also was extended to our telephone and internal customers. One example of the strategy was to ensure that the person at the front desk would greet everyone who walked through the front doors with either a smile or a “hello”. More detail is available in the Box SA customer service strategy.

2.4 Provide assistance or respond to customers with specific needs in accordance with organisational requirements

Being a Customer Service Officer means that I would come in contact with many different and various types of customers. Each customer would have a different request and I would attempt to meet those needs.

Some of our customers did not speak English very well, so I would take extra care and time when interacting with these customers. It is important that these

customers are made comfortable when dealing with the agency so that they return as a happy customer. I would take them to the seated area of our reception and try to take notes on what they would say. I would sometimes use an interpreter service, when it was available, or ask Sandy (one of my colleagues) for help. Sandy speaks fluent Chinese, Japanese, German and Italian so sometimes I call on her to help me if I know that one of these languages are more preferred for our customer.

Student Declaration:

I declare that the information contained in this portfolio is my own and original work.

Student's Signature

Manager's Signature

Date: _____

Date: _____