



Assessment Tasks

Candidate Guide

BSBCUS501A: Manage quality customer service

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Assessment Information

The assessment activities associated with the unit of competency **BSBCUS501A: Manage quality customer service** are listed below:

Assessment 1: Written	▪ Written answers to questions
Assessment 2: Project	▪ Written responses to tasks
Assessment 3: Project	▪ Written responses to tasks
Assessment 4: Project	▪ Written responses to tasks

This guide contains all of the assessment tasks required for completion of unit of competency **BSBCUS501A: Manage quality customer service**.

Prior to commencing the assessments your assessor will explain each task to you. You will be given the opportunity to ask questions and to seek clarification on any of the tasks, and your assessor will remain available to support you through the assessment process.

Your assessor is also available to discuss Recognition of Prior Learning and whether this applies to your circumstances.

Terms and conditions

Submitting your evidence portfolio

You are recommended to seek the advice of your assessor when putting together your evidence portfolio in order to confirm that you have provided sufficient evidence of competency.

You should note that your evidence portfolio must be retained by the Registered Training Organisation for audit purposes and will not be returned to you. If you wish to keep any evidence, you should make a copy prior to submission for assessment. You are advised to make sure you clearly label each answer and task and complete all sections of each assessment.

If possible, you should also submit copies of any workplace documents that may be relevant to this unit of competency. In this case you will need to gain approval to provide the copies from your employer.

Ownership and plagiarism

You are advised by accepting these terms and conditions you have declared the evidence that you submit is your own work or the result of your own research. By signing the declaration below you acknowledge your assessment is your own and contains no material written by another person except where due reference is made. Note that if you quote any source in your evidence, you must provide a reference to the source in order to ensure that you do not breach Copyright legislation. You need to be aware that a false declaration may lead to the withdrawal of a qualification.

Re-submission of your evidence portfolio

If your evidence meets the requirements of the unit of competency you will be assessed as Competent (**C**) in this unit. If your evidence does not meet the requirements of the unit of competency you will be assessed as Not Yet Competent (**NYC**). If you are assessed NYC, it is important to discuss your re-submission with your assessor as you will be given one opportunity only to revise and re-submit your evidence portfolio.

Declaration by Candidate

I confirm that the evidence that I have presented is my own work and/or the result of my own research. It contains no material written by another person except where I have stated the source. I am aware that a false declaration may lead to withdrawal of a qualification.

CANDIDATE NAME (PLEASE PRINT)

CANDIDATE SIGNATURE

DATE

BSBCUS501A: Manage quality customer service

Elements

1. Plan to meet internal and external customer requirements

Performance Criteria (PC):

- 1.1 Investigate, identify, assess, and include the needs of customers in planning processes
- 1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers

2. Ensure delivery of quality products and/or services

Performance Criteria (PC):

- 2.1 Deliver products and/or services to customer specifications within organisation's business plan
- 2.2 Manage team performance to consistently meet the organisation's quality and delivery standards
- 2.3 Assist colleagues to overcome difficulty in meeting customer service standards using leadership, supervision, coaching and mentoring

3. Monitor, adjust and review customer service

Performance Criteria (PC):

- 3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards
- 3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and/or services
- 3.3 Develop, procure and use resources effectively to provide quality products and/or services to customers
- 3.4 Make decisions to overcome problems and to adapt customer services, products and/or service delivery in consultation with appropriate individuals and groups
- 3.5 Manage records, reports and recommendations within the organisation's systems and processes

Required Skills

- RS 1. •communication, coaching and mentoring skills to provide support to colleagues
- RS 2. •problem-solving skills to deal with complex and non-routine difficulties.

Required Knowledge

Techniques for solving complaints including the principles and techniques involved in the management and organisation of:

- RK 1. customer behaviour
- RK 2. customer needs research
- RK 3. customer relations
- RK 4. ongoing product and/or service quality
- RK 5. problem identification and resolution
- RK 6. quality customer service delivery
- RK 7. record keeping and management methods
- RK 8. strategies for monitoring, managing and introducing ways to improve customer service relationships
- RK 9. strategies to obtain customer feedback.

Critical aspects of evidence

Evidence of the following is essential:

- CAE1. plans, policies or procedures for delivering quality customer service
- CAE2. demonstrated techniques in solving complex customer complaints and system problems that lead to poor customer service
- CAE3. knowledge of techniques for solving complaints

Employability Skills

Industry and enterprise requirements for the qualification:

- ES 1. Communication
- conducting research to collect and analyse information in a range of reports
 - consulting with others to develop a range of plans and reports
 - liaising with stakeholders and promoting participative workplace arrangements
 - negotiating solutions to new and emerging issues
- ES 2. Teamwork
- contributing to the development of other team members
 - providing feedback on team performance to colleagues and managers
- ES 3. Problem solving
- applying risk management processes to business operations
 - assessing financial viability of new opportunities and matching organisational capability with market needs
- ES 4. Initiative and enterprise
- encouraging creative and innovative workplace solutions
 - identifying new and emerging opportunities for the business and developing strategies to capitalise on them
 - managing, fostering and facilitating change
- ES 5. Planning and organising
- developing systems that are flexible and responsive to changing circumstances
 - planning for contingencies and performance of staff and systems
- ES 6. Self management
- dealing with contingencies
 - managing own time and priorities
 - taking responsibility as required by work role and ensuring all organisational policies and procedures are adhered to
- ES 7. Learning
- assisting others to acquire new knowledge and skills to improve team and individual performance
- ES 8. Technology
- using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports
 - using technology to assist the management of information and to assist the planning process

If at any stage of the assessments, the assessor believes that the safety of anyone is in jeopardy, they will abort the assessment session.

Assessment 1: Written Test

Candidate name:

Instructions to Candidate

You are required to answer the following questions to confirm your knowledge in relation to unit **BSBCUS501A: Manage quality customer service**.

You may refer to your training materials and other research while completing the answers.

Write your answers in the spaces below using a blue or black pen. Alternatively type a document and provide a printed copy. If you re-type the document, repeat each question in the document and type your answer under the question.

Questions and Candidate's answers		Satisfactory (✓)
Question 1.	When researching customer service needs, there are a number of common human needs. Name five common customer service needs.	
Question 2.	Developing customer relations means more than just being friendly and helpful to customers. Name four face-to-face communication techniques that can assist in improving customer relations.	
Question 3.	In order to gain a better understanding of customer behaviour, it is necessary to understand the factors that influence them. Name three of these factors.	
Question 4.	In order to identify a customer's problem, it is important to communicate effectively. Name three ways that will assist you to immediately identify a problem.	

Questions and Candidate's answers	Satisfactory (✓)
<p>Question 5. Name the six steps used when resolving a customer's problem.</p>	
<p>Question 6. For an organisation to ensure ongoing quality of customer service, management needs to apply the principles of quality. Name three quality customer service principles.</p>	
<p>Question 7. For staff in a company to deliver quality customer service, it is important that they be trained in customer service. Name four items (other than training) that staff need in order to provide quality customer service.</p>	
<p>Question 8. Most organisations update and maintain an electronic record of each customer's history. Name the two main uses of these records.</p>	
<p>Question 9. One management strategy used to monitor and manage customer service relationships in an organisation is through regular quality service audits. Name one thing that a quality service audit measures?</p>	
<p>Question 10. Name a management strategy used to gather information for the purpose of improving the customer service relationships of a company.</p>	

Questions and Candidate's answers		Satisfactory (✓)
Question 11. Name three strategies for gathering customer feedback on the quality of customer service.		
Question 12. Each company has policies and procedures to follow when dealing with customers. Why is it important for all staff to follow these guidelines?		
Total Questions		12
Result		

Assessment 1 Checklist			
Candidate name			Student Number
Unit	BSBCUS501A: Manage quality customer service		
Assessor name			
Candidate Assessment Declaration (tick the relevant box)			
The purpose and outcomes of the assessment have been explained to me		Yes	No
I have received information about the unit of competency		Yes	No
I understand the type of evidence to be collected		Yes	No
The appeals system has been explained to me		Yes	No
I have informed my assessor of any special needs that may need to be considered during the assessment		Yes	No
Candidate signature		Date	
Assessor comments (tick the relevant box)			
RPL / accelerated progression required		Yes	No
Language / Literacy / Numeracy support required		Yes	No
Any other special needs (describe in the space below)		Yes	No
Assessor signature		Date	
Result of assessment - Assessment 1: Written Test			
Attempt No 1: S <input type="checkbox"/> NYS <input type="checkbox"/>		Attempt No 2: S <input type="checkbox"/> NYS <input type="checkbox"/>	
		Attempt No 3: S <input type="checkbox"/> NYS <input type="checkbox"/>	
The candidate's overall performance was		Satisfactory <input type="checkbox"/> Not Yet Satisfactory <input type="checkbox"/>	
Feedback to candidate on overall performance			
Assessor signature		Date	
I intend to lodge an appeal on the above decision		Yes	No
Candidate signature		Date	

Candidate name:

Assessment 2: Project

Instructions to Candidate

This activity is related to the unit of competency **BSBCUS501A: Manage quality customer service**. In particular, you will be required to demonstrate your skills and knowledge in relation to this unit of competency.

You may refer to your training materials and other research if required. The activity may be completed in the workplace or a simulated workplace.

Your assessor will use a checklist to record the assessment decision.

Overview

Below are a number of practical tasks to be completed over a period of time in a real or simulated workplace where you will perform the duties of a manager. The times for completion of the tasks are to be negotiated between yourself and the assessor. The tasks will reflect your ability to:

Project: Prepare a customer service strategic plan to meet the needs and requirements of internal and external customers.

Your assessor will provide you with instructions and complete a checklist on which they will record your satisfactory performance of workplace tasks.

The Project Tasks table below identifies the documents that you are required to prepare and submit in your evidence portfolio. They may be presented in printed format in a folder or as an electronic copy.

Ensure both your name and student number is clearly displayed.

Project Tasks

The following tasks may be completed as a workplace project based on your own organisation and job role, or as a simulated workplace project based on a fictitious organisation, or an organisation you are familiar with.

1. For the organisation where you are the manager, describe the following:
 - Business structure (company, partnership, sole trader)
 - Type of organisation (retail, wholesale, distributor or service)
 - Location of company
 - Number of staff
 - Your company responsibility level (team leader, department manager, manager of a number of departments or branches). If available, you may provide a position description.
 - Industry type (metal products supplier, hairdressing, transport, white goods, etc)
 - Type of materials/products and services provided to customers.

Use your current workplace or a simulated workplace to gather the information on the organisation.

You are required to provide your assessor with the following document:

- A description of the business.

Task 1 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

2. Design a questionnaire to investigate and gather the information on the needs and requirements of internal and external customers.

The information from the questionnaire should include:

- Are they an internal or external customer?
- What are their current needs and requirements?
- What are their future needs and requirements?
- Are their needs being satisfied?
- Are the materials/products and services provided within a suitable timeframe?
- Rate the quality of the company's materials/products, services and customer care (1 to 5)
- What improvements could be made to improve the quality of material/product, service or customer care?

For your existing internal and external customers, try to find out:

- What they think about your materials/products or services?
- Why they need your materials/product or service?
- Why they buy from you and not your competitors?
- What they think of your prices?
- What they expect from you, eg reliable delivery?
- How they rate your customer service?
- How they think you could improve your materials/products or services?

You are required to provide your assessor with the following document/s:

- A copy of your questionnaire for internal and external customers. You may need two different questionnaires – one for internal and one for external customers.

Task 2 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

3. Use the questionnaire/s to conduct the research and identify the needs and requirements of internal and external customers. Use the staff and customers at your current workplace or if you are using a simulated workplace, then ask your friends and family to act as external customers and your fellow students to act as internal customers.

- A. You will need to gather information on at least five internal customers.
B. You will need to gather information on at least ten external customers.

Task 3 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

4. Using a computer program (eg: Word/Excel) organise the information from the questionnaires into a **report on internal and external customers** using the following main headings

Internal Customers

- Number of responses
- What are their current needs and requirements?
- What are their future needs and requirements?
- Which is their demographic group?

Identify at least three demographic groups.

- If your company supplies materials/products and services to other departments- details on:
 - Department type (retailer, wholesaler, production),
 - Location (on-site, off-site),
 - Department size (small, medium, large).
- If your company supplies materials/products and services directly to teams- details on:
 - Number of teams,
 - Team size,
 - Team activities/purpose.
- What they think about your materials/products or services.
- Why they need your materials/products or services.
- What they expect from you, e.g. reliable delivery.
- How they rate your customer service (1 to 5).
- How they think you could improve your materials/products or services.
- Are their needs being met?
- Are the materials/products and services provided within a suitable timeframe.
- How they rate the quality of the materials/products and services (1 to 5).

External Customers

- Number of responses
- What are their current needs and requirements?
- What are their future needs and requirements?
- Are they a current customer?
- Which is their demographic group?

Identify at least three demographic groups.

- If your company supplies materials/products and services to other companies- details on:
 - Company type (retailer, wholesaler, distributor),
 - Location (single, multiple),
 - Company size (small, medium, large).
- If your company supplies materials/products and services direct to the public- details on:
 - Gender,
 - Age,
 - Occupation,
 - Single/family lifestyle

Project Tasks

- What they think about your materials/products or services
- Why they need your materials/products or services
- Why they buy from you and not your competitors
- What they think of your prices
- What they expect from you, e.g. reliable delivery
- How they rate your customer service
- How they think you could improve your materials/products or services
- Are their needs being satisfied
- Are the materials/products and services provided within a suitable timeframe
- Rate the quality of the company's materials/products, services and customer care (1 to 5)
- What improvements could be made to improve the quality of materials/products, services or customer care

You are required to provide your assessor with the following document:

- A report on internal and external customers.

Task 4 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

5. Analyse and assess the information from Task 4 and develop a **Customer Service Strategic Plan** to meet the needs and requirements of internal and external customers.

The Customer Service Strategic Plan is to be in two parts:

Part A- Meeting the needs and requirements of internal customers

Part B- Meeting the needs and requirements of external customers.

In your plan you should explain:

- In **Part A- Meeting the needs and requirements of internal customers:**
 - a. Who are your company's internal customers?
 - b. What are their demographics?
 - c. How successful is the company currently meeting internal customer needs and requirements.
 - d. What internal customers have said about the company meeting their needs and requirements?
 - e. What are internal customer's future needs and requirements?
 - f. How can the company plan to meet the future needs and requirements of internal customers?
 - g. How can internal customer service relating to customer care, material/product quality, timeframes and costs improve during the next year?
- In **Part B- Meeting the needs and requirements of external customers:**
 - a. Who are the company's external customers?
 - b. What are their demographics?
 - c. How successful is the company currently meeting external customer needs and requirements.
 - d. What external customers have said about the company meeting their needs and requirements?
 - e. What are external customer's future needs and requirements?
 - f. How can the company plan to meet the future needs and requirements of external customers?
 - g. How can external customer service relating to customer care, material/product quality, timeframes and costs improve during the next year?

You are required to provide your assessor with the following document:

- A Customer Service Strategic Plan- Part A and Part B.

Task 5 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks
The overall project task: Compile all the above documents together. They will be assessed separately and then assessed for overall readability, which includes use of appropriate grammar and punctuation in sentences and paragraphs.
Assessor comments:

SAMPLE

Assessment 2 Checklist			
Candidate name			Student Number
Unit	BSBCUS501A: Manage quality customer service		
Assessor name			
Candidate Assessment Declaration (tick the relevant box)			
The purpose and outcomes of the assessment have been explained to me		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I have received information about the unit of competency		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I understand the type of evidence to be collected		Yes	<input type="checkbox"/> No <input type="checkbox"/>
The appeals system has been explained to me		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I have informed my assessor of any special needs that may need to be considered during the assessment		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Candidate signature		Date	
Assessor comments (tick the relevant box)			
RPL / accelerated progression required		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Language / Literacy / Numeracy support required		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Any other special needs (describe in the space below)		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Assessor signature		Date	
Result of assessment - Assessment 2: Project			
Attempt No 1: S <input type="checkbox"/> NYS <input type="checkbox"/>		Attempt No 2: S <input type="checkbox"/> NYS <input type="checkbox"/>	
		Attempt No 3: S <input type="checkbox"/> NYS <input type="checkbox"/>	
The candidate's overall performance was		Satisfactory <input type="checkbox"/> Not Yet Satisfactory <input type="checkbox"/>	
Feedback to candidate on overall performance			
Assessor signature		Date	
I intend to lodge an appeal on the above decision		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Candidate signature		Date	

Candidate name:

Assessment 3: Project

Instructions to Candidate

This activity is related to the unit of competency **BSBCUS501A: Manage quality customer service**. In particular, you will be required to demonstrate your skills and knowledge in relation to this unit of competency.

You may refer to your training materials and other research if required. The activity may be completed in the workplace or a simulated workplace.

Your assessor will use a checklist to record the assessment decision.

Overview

Below are a number of practical tasks to be completed over a period of time in a real or simulated workplace where you will perform the duties of a manager. The times for completion of the tasks are to be negotiated between yourself and the assessor. The tasks will reflect your ability to:

Project: Assist your team to consistently maintain the quality customer service standards required by the company.

Your assessor will provide you with instructions and complete a checklist on which they will record your satisfactory performance of workplace tasks.

In this assessment candidates will need to access the following documents. For a simulated workplace assessment, the assessor will supply candidates with the following documents.

- Customer Service Policy
- OHS Policy.

The Project Tasks table below identifies the documents that you are required to prepare and submit in your evidence portfolio. They may be presented in printed format in a folder or as an electronic copy.

Ensure both your name and student number is clearly displayed.

Project Tasks

The following tasks may be completed as a workplace project based on your own organisation and job role, or as a simulated workplace project based on a fictitious organisation, or an organisation you are familiar with.

1. As a manager you are also the supervisor of one or more workplace teams. In this role, you need to be able to assist the members of your team maintain the standards required of the organisation and provide quality service consistently.

You have decided to **review the customer service standards of your team**. This review includes an evaluation of on your own performance as a supervisor as well as the performance of your team. Your team may be from your current workplace or a simulated workplace. If you are using a simulated workplace, then you may create the members of your team or ask your fellow students to act as your team members.

You will need to access the following company documents:

- Customer Service Policy
(The customer service policy sets out the expectations of staff at the workplace and provides guidelines for the team's performance plan.)
- OHS Policy
- Team performance plan on customer service.

If you are in a workplace situation, then you will need to access the above documents. If you are in a simulated workplace then your assessor will supply you with a Customer Service Policy and OHS Policy.

Part 1- Delivery of quality products and services

Using information from observations and discussions with your team together with the organisation's customer service and OHS policy documents and the team's performance plan, describe briefly or in bullet point format:

- A. What are the requirements of the team performance plan for staff performance and delivery of materials/products and services to customers?
- B. How effective is the team in delivering materials/products and services to meet the customer's specifications?
- C. How effective is the team in solving customer complaints?
- D. Explain how and where the team is matching or not matching the team's performance plan in the delivery of quality materials/products and services.
- E. Describe how you have acted as a role model for others by continuously improving your quality of service
- F. Describe how effective your performance has been over the past year compared with your personal work plans and the company's standards
- G. Describe how effective the team members have been over the past year compared with the company's performance requirements and standards

Project Tasks

Part 2- Team performance

Using information from observations and discussions with your team, briefly describe or in bullet point format explain:

- A. How and where the team's performance consistently or inconsistently meets quality material/product and service requirements, health and safety requirements and customer service delivery standards of the company
- B. How the team has effectively or ineffectively used the company's resources e.g. people, information, buildings/facilities, equipment, technology, time.
- C. Techniques you as team supervisor use to manage the team's performance to consistently meet the organisation's quality and delivery standards
- D. Techniques you as team supervisor use to lead and supervise the team's performance to overcome any difficulties in meeting customer service standards
- E. Techniques you as team supervisor could use to coach and mentor your colleagues to overcome any difficulties in meeting customer service standards and handling customer complaints
- F. Customer service techniques (including solving complaints) you as team supervisor have discussed with your team
- G. Other options, techniques or strategies that may be discussed with the team to assist them achieve their planned objectives or outputs.

You are required to provide your assessor with the following document:

- A report on the customer service performance of the team

Task 1 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

2. You are to develop a PowerPoint presentation that is appropriate for a session attended by your team on techniques for solving customer complaints. The number of slides should be no less than 6 and no more than 12.

Example of a common 8-step technique is:

1. Thank the customer for coming in to tell you of the problem
2. Listen to what they say
3. Ask questions
4. Take notes
5. Ask the customer what would be, in their opinion, a fair solution
6. Come to an agreement with the customer
7. Whatever you do, do it gladly
8. Follow up with a call or a handwritten note.

You are required to provide your assessor with the following document:

- A printout of your presentation with 6 slides per page.

Task 2 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

The overall project task:

Compile all the above documents together. They will be assessed separately and then assessed for overall readability, which includes use of appropriate grammar and punctuation in sentences and paragraphs.

Assessor comments:

Assessment 3 Checklist			
Candidate name			Student Number
Unit	BSBCUS501A: Manage quality customer service		
Assessor name			
Candidate Assessment Declaration (tick the relevant box)			
The purpose and outcomes of the assessment have been explained to me		Yes	No
I have received information about the unit of competency		Yes	No
I understand the type of evidence to be collected		Yes	No
The appeals system has been explained to me		Yes	No
I have informed my assessor of any special needs that may need to be considered during the assessment		Yes	No
Candidate signature		Date	
Assessor comments (tick the relevant box)			
RPL / accelerated progression required		Yes	No
Language / Literacy / Numeracy support required		Yes	No
Any other special needs (describe in the space below)		Yes	No
Assessor signature		Date	
Result of assessment - Assessment 3: Project			
Attempt No 1: S <input type="checkbox"/> NYS <input type="checkbox"/>		Attempt No 2: S <input type="checkbox"/> NYS <input type="checkbox"/>	
		Attempt No 3: S <input type="checkbox"/> NYS <input type="checkbox"/>	
The candidate's overall performance was		Satisfactory <input type="checkbox"/> Not Yet Satisfactory <input type="checkbox"/>	
Feedback to candidate on overall performance			
Assessor signature		Date	
I intend to lodge an appeal on the above decision		Yes	No
Candidate signature		Date	

Candidate name:

Assessment 4: Project

Instructions to Candidate

This activity is related to the unit of competency **BSBCUS501A: Manage quality customer service**. In particular, you will be required to demonstrate your skills and knowledge in relation to this unit of competency.

You may refer to your training materials and other research if required. The activity may be completed in the workplace or a simulated workplace.

Your assessor will use a checklist to record the assessment decision.

Overview

Below are a number of practical tasks to be completed over a period of time in a real or simulated workplace where you will perform the duties of a manager. The times for completion of the tasks are to be negotiated between yourself and the assessor. The tasks will reflect your ability to:

Project: Create a report on the company's customer service, use of resources and make recommendations for adjustments and improvements

Your assessor will provide you with instructions and complete a checklist on which they will record your satisfactory performance of workplace tasks.

The Project Tasks table below identifies the documents that you are required to prepare and submit in your evidence portfolio. They may be presented in printed format in a folder or as an electronic copy.

Ensure both your name and student number is clearly displayed.

Project Tasks

The following tasks may be completed as a workplace project based on your own organisation and job role, or as a simulated workplace project based on a fictitious organisation, or an organisation you are familiar with.

1. As a manager and team supervisor, you have been asked to develop a report on the company's customer service, use of resources and to make recommendations for adjustments and improvements. Use your current workplace or a simulated workplace for gathering the information to monitor, adjust and review customer service and customer service standards.
- A. Using the information on internal and external customer feedback from Assessment 2 and from discussions with your team:
- Identify ways the company could make improvements in customer service and overcome problems when providing quality materials/products and services to internal and external customers
 - Illustrate your answer with examples from the information gathered during Assessment 2 and feedback from your team.
- B. Identify how effectively resources are being used in the provision of quality materials/products and services to customers. Your comments relating to resources may include:
- People, use of energy, information, finance, facilities, equipment, technology and/or time.
- C. Create a report on:
- Proposed system and procedure changes that would improve customer service and overcome problems when providing quality materials/products and services to internal and external customers.
 - The use of resources and any changes that may improve the provision of quality materials/products and services to customers.
 - Recommendations for improvements in the organisation's systems and processes to make improvements in delivery of materials/products and services to internal and external customers.
- You are required to provide your assessor with the following document:
- A report on the company's customer service, use of resources and make recommendations for adjustments and improvements.

Task 1 Assessor comments:

Satisfactory ☐ Not Satisfactory ☐

Project Tasks

The overall project task:

Compile all the above documents together. They will be assessed separately and then assessed for overall readability, which includes use of appropriate grammar and punctuation in sentences and paragraphs.

Assessor comments:

Assessment 4 Checklist			
Candidate name			Student Number
Unit	BSBCUS501A: Manage quality customer service		
Assessor name			
Candidate Assessment Declaration (tick the relevant box)			
The purpose and outcomes of the assessment have been explained to me		Yes	No
I have received information about the unit of competency		Yes	No
I understand the type of evidence to be collected		Yes	No
The appeals system has been explained to me		Yes	No
I have informed my assessor of any special needs that may need to be considered during the assessment		Yes	No
Candidate signature		Date	
Assessor comments (tick the relevant box)			
RPL / accelerated progression required		Yes	No
Language / Literacy / Numeracy support required		Yes	No
Any other special needs (describe in the space below)		Yes	No
Assessor signature		Date	
Result of assessment - Assessment 4: Project			
Attempt No 1: S <input type="checkbox"/> NYS <input type="checkbox"/>		Attempt No 2: S <input type="checkbox"/> NYS <input type="checkbox"/>	
		Attempt No 3: S <input type="checkbox"/> NYS <input type="checkbox"/>	
The candidate's overall performance was		Satisfactory <input type="checkbox"/> Not Yet Satisfactory <input type="checkbox"/>	
Feedback to candidate on overall performance			
Assessor signature		Date	
I intend to lodge an appeal on the above decision		Yes	No
Candidate signature		Date	

Summative Assessment Record

Candidate Name	
Unit of Competency	BSBCUS501A: Manage quality customer service

Assessments	Date of assessment	Satisfactory	Assessor Signature
Assessment 1: Written Test		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment 2: Project		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment 3: Project		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment 4: Project		Yes <input type="checkbox"/> No <input type="checkbox"/>	

Assessor's Comments
<div>SAMPLE</div>

Competent ☐ Not Yet Competent ☐ Re-assessment required ☐

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ASSESSOR NAME (PLEASE PRINT)

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ASSESSOR SIGNATURE

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DATE

I intend to lodge an appeal on the above decision		Yes <input type="checkbox"/> No <input type="checkbox"/>
Candidate signature	Date	