

NATIONAL METAL AND ENGINEERING CURRICULUM PROJECT

MODULE: CUSTOMER RELATIONS (NR28)

PURPOSE: This module aims to provide the student with the knowledge and skills to effectively communicate with clients in the servicing industry.

NOMINAL DURATION: Half module

*This module is designed on the assumption that most of the students will achieve the competencies specified in 35 to 40 hours.
The length of time taken to complete a module will vary depending on factors such as teaching method used, knowledge and skills at entry and individual students ability.*

PREREQUISITES: Nil.

LEARNING OUTCOMES: On completion of this module the student will be able to:

1. Display appropriate communications procedures to channel technical information.
2. Complete technical reports and documents relevant to the service industry.
3. Identify the serviceperson's responsibility to comply with consumer laws.
4. Describe the responsibilities inherent to the requirements to fulfill the role of a serviceperson.
5. Apply the principles of effective conflict resolution.

STUDENTS SHOULD BE MADE AWARE OF OCCUPATIONAL HEALTH AND SAFETY ISSUES IN ALL SITUATIONS AND BE EXPECTED TO DEMONSTRATE SAFE WORKING PRACTICES AT ALL TIMES.

OUTLINE OF CONTENT:

This module contains:

1. **Communications**
 - . technical advice to customers
 - . radio communications
 - . telephone manner
2. **Technical reports**
 - . service documents
3. **Consumer law**
4. **Serviceperson responsibilities**
 - . respect for customer's residence/premises
 - . service van
 - . dress and appearance
 - . to employer
 - . ethics
5. **Conflict resolution**
 - . difficult customers
 - . sources of conflict
 - . anticipation of problems
 - . resolution methods

ON THE JOB TRAINING:

For consolidation, the material in this module should be linked with and complemented by relevant on-job skill practice or other equivalent experience.

PERFORMANCE CRITERIA:

The criteria for each learning outcome should be:

Learning Outcome 1

Assessment:

Short answer questions
Practical assignment

Performance:

- a. Give technical advice to simulated customers.
- b. Use correct radio procedure on a simulated radio network.
- c. Display an effective telephone manner.

Learning Outcome 2

Assessment:

Short answer questions
Practical reports

Performance:

- a. Complete service documents relevant to the service industry.
- b. State the need for accurate and detailed service documents.

Learning Outcome 3

Assessment: Short answer questions

Performance: a. Identify the requirements relevant to the service industry.

Learning Outcome 4

Assessment: Short answer questions
Practical exercises

Performance: a. Describe the attitudes and practices necessary to show respect for the customer's premises.

b. Describe the importance of maintaining the service vehicle.

c. Display, and state the need for, correct dress and appearance.

d. Identify codes of practices and ethics relevant to the service industry.

Learning Outcome 5

Assessment: Short answer questions
Practical exercises

Performance: a. Display the skill necessary to deal with a difficult customer.

b. Identify relevant conflict resolution methods.