

## UTE NES052 A

### Interact with customers/clients for quality service

**Descriptor:** Interact with customers/clients by providing or receiving appropriate instruction(s) and/or requirement(s) when communicating, related to carrying out the work.

Elements	Performance criteria
052.1 Prepare to interact with customers or clients	<p>052.1.1 Instructions for the preparation to interact with customers or clients is communicated and confirmed to ensure clear understanding</p> <p>052.1.2 <i>OH&amp;S policies and procedures</i> are communicated and confirmed to ensure they are understood as to be applied in the carrying out of the work</p> <p>052.1.3 Tools, <i>equipment</i> and personnel protective equipment needed to do the work are identified, scheduled and checked, where appropriate, to ensure they work correctly as intended and are safe to use in accordance with <i>established procedures</i></p> <p>052.1.4 <i>Appropriate personnel</i> are consulted to ensure the work is coordinated effectively with others involved</p> <p>052.1.5 Resources and materials needed to interact with customers or clients is confirmed, scheduled and obtained in accordance with <i>established procedures</i></p> <p>052.1.6 Practices for interacting with customers or clients including practices for working safely are confirmed as in accordance with instructions and <i>established procedures</i></p>
052.2 Interact with customers or clients	<p>052.2.1 <i>OH&amp;S policies and procedures</i> and safe work practices are followed to eliminate or minimise incidents</p> <p>052.2.2 Interaction with customers or clients is followed to ensure communication is completed in an agreed time, to a quality standard and with a minimum of waste</p> <p>052.2.3 Further instructions are sought from <i>appropriate personnel</i> in the event of unplanned events or conditions occurring</p>

Elements	Performance criteria
	052.2.4 On going checks in quality of interaction are undertaken in accordance with instructions and <i>requirements</i>
052.3 Confirm results of interaction with customers or clients	052.3.1 Final checks are made to ensure interaction with customers or clients conforms with instructions and to <i>requirements</i> 052.3.2 <i>Appropriate personnel</i> are notified of completion of interaction with customers or clients 052.3.3 Tools, <i>equipment</i> and any surplus resources and materials are, where appropriate, cleaned, checked and returned to storage in accordance with <i>established procedures</i> 052.3.4 Work area is cleaned up and made safe and <i>sustainable energy practices</i> are followed 052.3.5 Appropriate records are updated in accordance with instructions and <i>established procedures</i>

## Range statement

### General

Generic items in this unit are shown in italics, *e.g. established procedures*. The definition and intended scope covered by generic items is described in the Glossary that forms an integral part of this range statement.

### Currency in unit of competence

In order to maintain currency in this unit on-going competency development is to occur. This would include keeping abreast of any changes in legislation, regulations, procedures, technology and the like related to the scope and application of this unit.

## Evidence guide

This Evidence guide is intended to include components defined within the Range Statement, of which the Glossary is an integral part. Terms in italics, *e.g. consistent performance*, with respect to the Evidence guide are also contained in the Glossary.

### Critical aspects of evidence

#### Achieving competence

Achievement of this unit of competence is based on each of the following conditions being met:

- demonstrating *consistent performance* for each element of the unit exhibited across a *representative range* of applications; independently under direct supervision and to *requirements*.

- meeting the performance criteria associated with each element of competence by employing the techniques, procedures, information, and resources available in the workplace within the context of the Range Statement.
- demonstrating an understanding of the Underpinning knowledge and skills identified in the section, of this unit titled ‘Underpinning knowledge and Skills’.

### **Reporting requirements**

The reporting of the judgements about competence must be in the context of the individual unit being assessed and the qualification to be issued. Regulatory requirements in individual jurisdictions may require recording of additional information. Recognition of knowledge and skills transfer may be maximised by recording and issuing transcripts covering additional information. This could be detailed statements/transcripts about the achievement of knowledge and skills. Any additional reporting is a matter for negotiation between the RTO and its clients.

### **Maintaining competence**

Consideration should be given to periodic evaluations of skills and knowledge within this unit that are critical to safety, operation of plant and equipment and the like, particularly where relevant skills and knowledge are not frequently practiced.

### **Context of assessment**

Competency in this unit will be determined on evidence of having *consistently performed across a representative range* of activities in one or more of the following *category areas: Computer Systems; Data Communications; Electronics; Electrical; Instrumentation; Refrigeration and Air conditioning and/or allied industry areas.*

Due regard must be given to the relationship between the development of underpinning knowledge and skills - Safety and Regulations vis-à-vis the Electrotechnology Industry and workplace application when determining the context in which development and assessment is to occur. Such underpinning knowledge and skills should be developed and assessed in a controlled and structured environment with appropriate direct supervision.

The context must also embrace the requirements and characteristics for the applicable endorsed qualification, which references this unit, and, where required, support the outcomes of other units within the endorsed qualification structure.

### **Interdependent assessment of units**

Assessment in this unit should include related underpinning specified knowledge and skills associated with other units within the respective endorsed qualification structure, where appropriate.

Additionally, this unit should be assessed in conjunction with or after competency has been demonstrated in UTE NES060 Carry out routine work activities in an Electrotech environment, UTE NES050 Identify & select components/ accessories/ materials for Electrotech work activities and UTE NES051 Use of routine equipment/ plant/ technologies in an Electrotech Environment.

## Underpinning Knowledge and Skills

This section specifies the knowledge and skills required to underpin the elements and performance criteria relevant to the unit. This, with other aspects of evidence, will ensure that an individual is able to undertake activities that directly support the operational and business activities of an enterprise. This could include the following:

Relevant occupational health and safety regulations

Relevant statutory legislation

Relevant enterprise/site safety procedures

Enterprise/site emergency procedures and techniques

Environmental legislation

Enterprise recording and standing operating procedures and policies

Routine planning techniques and principles

Problem solving techniques and principles

General business and organisational skills

Interact with customers/clients for quality service in any one or more of the *categories* across a *representative range* of apparatus and associated systems must be appropriately demonstrated on-the-job in real work activities or equivalent simulated environment

Communication principles including: awareness of cultural difference issues; appropriate report and letter writing; written and verbal communication; effective telephone techniques; diagrams, drawings and symbols

Principles of teamwork

Principles and application of basic time management

Sustainable Energy Principles

Customer communication principles