

	<b>Unit ID: 808</b>
<b>Domain</b>	<b>ROAD CONSTRUCTION AND MAINTENANCE - Core</b>
<b>Title:</b>	<b>Establish customer relations in the community pertaining road construction and maintenance operations</b>
<b>Level: 2</b>	<b>Credits: 2</b>

### Purpose

This unit standard is intended for those who work in road construction and maintenance operations. People holding credit for this unit standard are able to: Identify customer needs and expectations, communicate with customers, recognise customer feedback and take appropriate action and keep records.

### Special Notes

1. Assessment evidence may be collected from a real workplace, a simulated workplace or an appropriately simulated environment.
2. This unit standard is to be assessed in the context of road construction and maintenance operations and should be assessed in conjunction with other relevant technical unit standards selected from this subfield.
3. Regulations and legislation relevant to this unit standard include but are not limited to the following:
  - Labour Act, No. 11 of 2007
  - Occupational Health and Safety Regulations No. 18, 1997
  - Road Traffic and Transport Regulations No. 52, 1999 and Government Notice No 53 Road Traffic and Transport Regulations
  - Road Ordinance 1972 and other relevant legislations and all subsequent amendments.

### Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na)

## Elements and Performance Criteria

### Element 1: Identify customer needs and expectations

#### Performance Criteria

- 1.1 Customer needs are identified.

- 1.2 Action is taken to meet customer needs in line with workplace requirements.
- 1.3 Customer needs outside own scope of responsibility are identified and referred to appropriate personnel in line with workplace requirements.

**Element 2: Communicate with customers**

**Range**

Types of customer may include but is not limited to male and female adults, children, traditional leaders, role players in the community, political leaders or church leaders.

**Performance Criteria**

- 2.1 Polite and friendly means of communication are demonstrated.
- 2.2 Considerations regarding the communication with different types of customers are explained.

**Element 3: Recognise customer feedback and take appropriate action**

**Performance Criteria**

- 3.1 Feedback is handled promptly, positively, sensitively and politely.
- 3.2 Appropriate language is used when handling complaints.
- 3.3 Customer complaints are resolved within own scope of responsibility.
- 3.4 Complaints outside own scope of responsibility are referred to appropriate personnel in line with workplace requirements.

**Element 4: Keep records**

**Performance Criteria**

- 4.1 Accurate customer records including complaints are maintained according to workplace requirements.
- 4.2 Records are filed in a safe and secure manner in line with workplace requirements.
- 4.3 Feedback to customer and appropriate personnel is given in line with workplace requirements.

**Registration Data**

<b>Subfield:</b>	Road Construction and Maintenance
<b>Date first registered:</b>	
<b>Date this version registered:</b>	
<b>Anticipated review:</b>	2014

<b>Body responsible for review:</b>	Namibia Training Authority