

Unit ID: 1222

Domain

ELECTRICAL INSTALLATION

Title:

**Establish customer relations in an electrical
work environment**

Level: 3

Credits: 3

Purpose

This unit standard is intended for those who establish customer relations in an electrical environment. People credited with this unit standard are able to establish contact with customer; clarify specific needs of a customer; provide information and advice; and follow up customer needs.

This unit standard is intended for those who work as electricians.

Special Notes

1. Entry information

Prerequisite

- *Unit 1157 - Demonstrate basic knowledge of workplace health and safety*

2. To demonstrate competence, at a minimum, evidence is required of establishing contact with a customer, clarifying specific needs of a customer, providing information and advice and following up on customer needs. In performing these tasks ensure correct identification of requirements and finishing of the tasks, correct selection and use of appropriate processes, tools and equipment and completing all work to specification.
3. Assessment evidence may be collected from a real workplace or a simulated workplace environment in which electrical operations are carried out.
4. Glossary of terms:
 - '*Specifications*' refers to any, or all of the following: manufacturers' specifications and recommendations, workplace specific requirements, national and international standards and legislations
 - '*ISO*' refers to *International Organization for Standards*
 - '*SANS*' refers to South African National Standards.
4. Regulations and legislation relevant to this unit standard include the following:
 - Petroleum Products and Energy Amendment Act No. 2 of 2005
 - National Energy Fund Act of 2000
 - Gas Act (Draft 2b)
 - Regulations relating to the health & safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007
 - ISO 14001 (Environmental Management Standard)
 - Electricity Act No.4 of 2007

- SANS 10142-1 and SANS 10142-2 Electrical Wiring Codes and all subsequent amendments to any of the above.
5. Customers may be regular or new and may have routine or special requests. They may include persons from a range of social, cultural or ethnic backgrounds and have varying physical and intellectual abilities. Regardless, all customers are made to feel welcome, valued and, at the end of the process, satisfied. Customer contact may be face-to-face, by telephone or electronic means or in writing.
 6. Customer service may include all workplace activities, internal and external customers and follow-up in event of delays in service provision.

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 on www.namqa.org and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Establish contact with customer

Performance Criteria

- 1.1 A welcoming customer environment is maintained in line with workplace procedures.
- 1.2 Customer is greeted warmly according to workplace procedures.
- 1.3 An effective service environment is created through verbal and non-verbal presentations according to workplace procedures.

Element 2: Clarify specific needs of a customer

Performance Criteria

- 2.1 Customer needs are determined through questioning and active listening.
- 2.2 Customer needs are accurately assessed against the products and services of the workplace.
- 2.3 Customer details are documented clearly and accurately in required format.

Element 3: Provide information and advice

Performance Criteria

- 3.1 Features and benefits of products and services provided by the workplace are described and recommended to meet customer needs.
- 3.2 Information to satisfy customer needs is provided.
- 3.3 Alternative sources of information or advice are discussed with the customer.
- 3.4 Alternatives from clients are followed up.

Element 4: Follow up customer needs

Performance Criteria

- 4.1 Product and service updates are dispatched to customer.
- 4.2 Gaps in available information given out to clients are identified and referred to supervisor for action.

Registration Data

Subfield:	Electrical Engineering
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Body responsible for review:	Namibia Training Authority