

Domain**ELECTRICAL INSTALLATION****Title:****Maintain customer care****Level: 4****Credits: 2****Purpose**

This unit standard is intended for those who maintain customer care. People credited with this unit standards are able to establish customer requirements; advise customer of available options; inform customer of costs; and negotiate action plan with customer.

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

Special Notes

1. Entry information:

Prerequisite

- *None*

2. Assessment evidence may be collected from a real workplace or a simulated workplace environment in which electrical operations are carried out.

3. Customers may include to be a regular or new that may have special or unusual requests. They may include persons from a range of social, cultural or ethnic backgrounds and with different physical and mental abilities

4. Performance of all elements in this unit standard must comply with manufacturers' specifications, workplace specific requirements and reasonable flat rate time.

5. Glossary of terms:

- '*Isolation and lockout procedures*' refer to isolating an electrical circuit from the source of supply
- '*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

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No. 11 of 2007
- 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 and all subsequent amendments.
- 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.

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 customer requirements

Performance Criteria

- 1.1 Questioning and active listening techniques are applied to clarify customer needs in line with workplace procedures.
- 1.2 Customer requirements are scrutinised professionally, courteously, with tact and without presumptions in line with workplace procedures.
- 1.3 Customer requirements are fed back accurately and concisely to the customer for confirmation in line with workplace procedures.
- 1.4 Customer requirements are documented accurately in language that can be understood by the customer and by staff in line with workplace procedures.
- 1.5 Customer requirements are documented according to workplace procedures.
- 1.6 Customer acknowledgement and confirmation of the documented requirements are obtained in line with workplace procedures.

Element 2: Advise customer of available options

Performance Criteria

- 2.1 Viable options for addressing customer needs are researched and developed in line with workplace procedures.

- 2.2 Suppliers and technical experts are contacted to research options in line with workplace procedures.
- 2.3 Options are explained and discussed with the customer to facilitate customer understanding in line with workplace procedures.
- 2.4 Supporting information is made available to the customer, to facilitate customer understanding in line with workplace procedures.
- 2.5 Benefits and approximate costs of each option are explained to the customer to facilitate informed decision-making in line with workplace procedures.

Element 3: Inform customer of costs

Performance Criteria

- 3.1 Customer is provided with estimated costs and timeframes of selected options.
- 3.2 Costs and timeframes are communicated verbally or in writing and in line with workplace procedures.
- 3.3 Sale or service conditions are explained to customer in line with workplace procedures.

Element 4: Negotiate action plan with customer

Performance Criteria

- 4.1 Customer's preferred option, including services to be performed and agreed delivery timeframe, is identified in line with workplace procedures.
- 4.2 Customer concerns and questions, including matters to do with cost and timeframe, are acknowledged and addressed in line with workplace procedures.
- 4.3 Customer commitment to agreed action plan is gained according to workplace procedures.
- 4.4 Agreed action plan is documented in line with workplace procedures.
- 4.5 Assistance with completion of paperwork by customer is provided in line with workplace procedures.
- 4.6 Action plan documentation is processed, including provision of copy to customer and storage of file copy in line with workplace procedures.
- 4.7 Customer feedback is sought on services provided.

Registration Data

Subfield:	Electrical Engineering
Date first registered:	24 July 2014
Date this version registered:	23 November 2023
Anticipated review:	23 November 2028
Body responsible for review:	Namibia Training Authority