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|  |  |  **Unit ID: 123**  |
| **Domain**  |  |  **OFFICE TECHNOLOGY MANAGEMENT**  |
| **Title:**  |  | **Monitor and maintain customer service as part of office procedures**  |
| **Level: 4**  |   |  **Credits: 8**  |

# Purpose

This unit standard is intended for those who monitor customer services as part of office procedures. People credited with this unit standard are able to identify customer and their needs, monitor standards of customer services; Assess customer satisfaction continuously; Analyse customer feedback; and identify trends in customer needs.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisite:

 Unit 1157 *- Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required of identifying customer needs, preparing and presenting reports to respective clients and improving the effectiveness of customer services.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

1. Regulations and legislation relevant to this unit standard include the following:
	* Labour Act, No. 11, 2007
	* Occupational Health and Safety Regulations, 1997 and all subsequent amendments

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**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 who 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](http://www.namqa.org) and the Namibia Training Authority on [www.nta.com](http://www.nta.com).na

# Elements and Performance Criteria

**Element 1: Identify customers and their needs**

## Performance Criteria

1.1 Internal and external customers are explained with examples.

1.2 Needs and expectations of customers are identified and assessed to ensure quality customer service.

1.3 Solutions to the identified needs are determined and implemented in line with organisational requirements.

**Element 2: Monitor standards of customer service**

## Performance Criteria

2.1 Key performance areas in customer service are explained, according to organisational requirements.

2.2 Importance of meeting customer service standards is explained, as per organisational procedures.

2.3 Impacts of poor customer service on the organisation are explained, as per organisational procedures.

**Element 3: Assess customer satisfaction continuously**

**Performance Criteria**

3.1 Assessment tools are developed to measure customer satisfaction.

3.2 Key performance areas in customer services are assessed against standards of the organisation.

3.3 Customer feedback are recorded against established performance standards.

**Element 4: Analyse customer feedback**

## Performance Criteria

4.1 Changes in customer needs and wants are analysed.

4.2 Feedback is provided in accordance with organisational procedures.

4.3 Corrective measures are identified, and suggestions are provided.

**Element 5: Identify trends in customer needs**

## Performance Criteria

5.1 Various trends in customer needs are identified for competitive advantage.

5.2 Options for upgrading services and resources are explored to respond to emerging trends.

5.3 Effectiveness of customer service is evaluated and reported in line with organisational procedures.

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# Registration Data

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| **Subfield:**  | Business Services  |
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| **Date first registered:**  | 28 September 2006 |
| **Date this version registered:**  | 28 March 2018  |
| **Anticipated review:**  | 2023  |
|  |  |
| **Body responsible for review:**  | Namibia Training Authority  |

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