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Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

CUSTOMER CONTACT WORKS SUPPORT

NTQF Level II

Ministry of Education
August 2012

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopian Occupational Standards (EOS) are - a core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF).They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopian Occupational Standard comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:
- Occupational title, NTQF level
- Unit code
- Unit title
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the respective occupation with all the key components of a Unit of Competence:

- chart with an overview of all Units of Competence for the respective level including the Unit Codes and Unit of Titles

- contents of each Unit of Competence (competence standard)

- occupational map providing the technical and vocational education and training (TVET) providers with information and important requirements to consider when designing training programs for this standards, and for the individual, a career path

UNIT OF COMPETENCE CHART

Occupational Standard: Customer Contact Works Support

Occupational Code: EIS CCS

NTQF Level II

EIS CCS2 01 0812 Action Customer Contact	**EIS CCS2 02 0812** Communicate Effectively Using the English Language	**EIS CCS2 03 0812** Use Multiple Information Systems
EIS CCS2 04 0812 Deliver a Service to Customers	**EIS CCS2 05 0812** Process and Maintain Workplace Information	**EIS CCS2 06 0812** Process Customer Complaints
EIS CCS2 07 0812 Handle Mail	**EIS CCS2 08 0812** Implement Operational Plan	**EIS CCS2 09 0812** Produce Simple Word Processed Documents
EIS CCS2 10 0812 Communicate Electronically	**EIS CCS2 11 0812** Maintain Daily Financial/Business Records	**EIS CCS2 12 0812** Operate Computing Packages
EIS CCS2 13 0812 Participate in Workplace Communication	**EIS CCS2 14 0812** Work in Team Environment	**EIS CCS2 15 0812** Develop Business Practice
EIS CCS2 16 1012 Apply Continuous Improvement Processes (Kaizen)		

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Action Customer Contact**
Unit Code	**EIS CCS2 01 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to respond effectively to customer contact.

Elements	Performance Criteria
1. Prepare for customer contact	1.1. Product or service details relating to **customer contact** are obtained and studied
	1.2. Prepared **call/contact guides or scripts** are studied
	1.3. **Sources of information** that may be required to develop product or service expertise are located
	1.4. A clear understanding of **enterprise policies and procedures** is developed
	1.5. Proficiency with **equipment and systems** is developed to effectively and efficiently manage contact
	1.6. Any unclear details are clarified with responsible bodies
	1.7. Safe working methods are identified and used
2. Provide responsive and quality service in response to customer queries	2.1. Customer is greeted in accordance with organization protocol
	2.2. Respond in a manner to effectively encompass cultural diversity
	2.3. Customer needs are effectively established and clarified
	2.4. Customer needs are satisfied promptly, efficiently and effectively to maximize customer satisfaction, and to minimize delays and the need to refer customer elsewhere
	2.5. Respond to customer concerns in a positive manner and in line with organization policy for complaint resolution
	2.6. Customer is treated with respect and courtesy, and customer loyalty is enhanced and developed
	2.7. Follow-up action is completed effectively in accordance with the timeframes, organization rules and practices, and in line with customer expectations
3. Arrange provision of a product or service	3.1. **Respond appropriately** to customer requirements and identify relevant options
	3.2. Appropriate product or service is selected in consultation with customer

	3.3. Actions or orders are agreed with customer by giving consideration to maximize value and service delivery to customer
	3.4. Any **customer retention options** that can be applied to the contact are considered
	3.5. Clear, simple and easy language is used to understand and ensure responses are comprehensive
4. Manage customer contact	4.1. Details of contact are recorded in accordance with policy
	4.2. Any difficulties not escalated but that may present an opportunity for continuous improvement are recorded and reported
	4.3. The requirements and expectations of various customers are adapted when working in an **outsource environment** and dealing with multiple customer bases
	4.4. Inquiries or orders that cannot be satisfied immediately are escalated
	4.5. Follow-up information is supplied to customer as required and in a timely manner
	4.6. **Relevant legislation**, **codes**, **regulations and standards** are observed throughout transaction

Variable	Range
Customer contact may include:	• email • face-to-face • facsimile • internal, external and outsourced customers • internet • letter • telephone
Call/contact guides or scripts may relate to:	• call closing technique • call flow • features and benefits • greeting etiquette • pricing • product/service features • regulatory, legislative and organizational requirements
Sources of information may include:	• brochures and pamphlets • campaign briefs • internet and intranet • instruction or product manuals

Enterprise policies and procedures may include:	• scope of the services to be provided • financial and decision making delegations • referral/escalation paths
Equipment and systems may include:	• computer equipment - may be modified for use by people with a disability • information management systems • telecommunications equipment - may be modified for use by people with a disability • workflow management systems
To respond appropriately participants may be required to:	• record details in organization system/s • discuss, agree and record supply arrangements with customer • discuss and agree on payment options with customer • conduct a credit check
Customer retention options may include:	• loyalty programs or incentives • offering value added services or products • re-contracting • special offers as determined by the organization from time to time
Outsource environment may include:	• customer contact environment servicing customers of another organization or business unit by agreement • customer contact environment taking contacts for multiple organization • customer contact environment taking overflow calls for another enterprise
Relevant legislation, codes, regulations and standards may include:	• equal employment opportunity and anti-discrimination legislation • Freedom of Information • industry specific codes, regulations and legislation • occupational health and safety legislation • Privacy Act • Trade Practices Act

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • accurate recording of data • knowledge of organizational products and services • knowledge of compliance requirements • meeting of agreed standards of contact • understanding of performance targets • use of technology (may be modified for use by people with a disability)
Underpinning Knowledge and	Demonstrate knowledge of: • organization communications channels

Attitudes	• organization performance and customer service expectations • organization policies, procedures, protocols and guidelines • financial delegations policy • operational environment - customer base, company products and services • principles of customer service • stress and time management techniques • technology and systems
Underpinning Skills	Demonstrate skills to: • customer service skills to deliver required level and quality of customer service • communication skills to relate to people from diverse backgrounds and people with diverse abilities • interpersonal skills to establish rapport and to build relationships with customers • listening and questioning skills to understand and clarify the needs of customers • literacy skills to communicate and articulate effectively over the required channels • numeracy skills to Analyze, calculate and validate data accurately as required • organizational skills to manage own tasks and to meet timeframes • stress and time management skills to handle difficult customers and peak periods of activity in a positive and enthusiastic manner
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Communicate Effectively Using the English Language**
Unit Code	**EIS CCS2 02 0812**
Unit Descriptor	This unit covers the knowledge, skills and attitude needed to communicate effectively using the English Language through a wide variety of communication processes and media that operate in a customer contact center. It emphasizes on the development of certain macro skills in communication such as Listening, Speaking and Grammar.

Elements	Performance Criteria
1. Analyze communication process	1.1 **Communication pathways** available are identified in accordance with the contact center standard operating procedures.
	1.2 **Elements of communication** in each pathway are identified and appropriate action are takes as per establish practice.
	1.3 **Barriers** to communication in a customer contact center are identified and actions are taken as per company policies.
2. Communicate actively	2.1 Difference between verbal communication and other communication types are properly identified and selected as per company and customers' requirements. Proficiency using the English Language is manifested through **oral, written, listening and grammar skills.**
	2.2 **Active listening techniques** are used to enhance the transmission of messages and to develop message reception.
	2.3 Translation of verbal communication into written/electronic communication is done as per written standards.
3. Identify and use Paralanguage	3.1 The importance of voice and accent in the contact center industry is identified.
	3.2 Correct vocal techniques are used to enhance the message reception.
	3.3 Messages are correctly modified to suit conversational cues and to convey ideas.
	3.4 **Paralinguistic cues** appropriate to customers and workplace situations are used as per established procedures.

Variable	Range
Communication pathways may include the	• verbal • written • email and other electronic methods

following:	• supervisors and subordinates
	• agent to customer
Elements of communication includes the following but not limited to:	• message
	• sender
	• transmission medium
	• recipient
	• noise
	• context
Barriers includes the following but not limited to:	• noise
	• time
	• message quality
	• ethnocentrism
	• conflict of ideas
	• pre-judgment
Oral skills includes the following but not limited to:	• phonemes:
	➢ vowel sounds
	➢ consonant sounds
	• overcoming fillers
	• sentence construction
	• organization
	• conversational cues
Grammar includes the following but not limited to:	• Subject Verb Agreement
	• Tense and Aspect
	• Preposition
	• Modifiers
	• Conditionals
Listening skills includes the following but not limited to:	• Concentration
	• overcoming prejudice
	• avoiding assumption
Written skills includes the following but not limited to:	• spelling
	• organization
	• paragraphing
	• punctuation
	• transition markers
	• sentence construction
	• jargons
Active Listening techniques includes the following but not limited to:	• providing feedback
	• questioning techniques
	• checking
	• affirming
Paralinguistic cues:	• voice:
	➢ rate
	➢ volume
	➢ pitch
	➢ tone

	• accent:
	➢ stress
	➢ intonation
	➢ blending
	➢ phrasing
	• conversational cues

Evidence Guide	
Critical aspects of competency	Assessment must show that the candidate: • Applied communication skills in the workplace both verbally and in writing; • Demonstrated active listening and appropriate responses; • Demonstrated paralinguistic techniques to convey meaning, expression and feedback; • Prepared samples of grammatical, correctly spelt, logical, and comprehensive written communication;
Underpinning knowledge and attitude	Demonstrate knowledge of: • Basic Oral and Written communication skills; • Communication guidelines and pathways; • Self confidence to undertake task; and • Comprehension skills necessary to address customer's needs
Underpinning skills	Demonstrate skills to: • Comprehension skills to interpret work instructions; • Listening skills to effectively address customers' concern; • Paralinguistic skills to efficiently deliver messages, feedback and instruction; and • Tasking management skills to provide quality service in less time.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Use Multiple Information Systems**
Unit Code	**EIS CCS2 03 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to effectively use multiple information systems to research information and records, and to maintain up to date customer information.

Elements	Performance Criteria
1. Access a range of information systems	1.1. **Information systems** are efficiently **logged on**
	1.2. Screens are navigated efficiently to locate displays and information relevant to role
	1.3. Multiple windows or interfaces are used to work with information effectively
	1.4. Use of information systems is managed efficiently through the use of bookmarks and other strategies
2. Process customer information using multiple information systems	2.1. **Customer** inquiry is analyzed accurately to identify **information** needs
	2.2. Information systems required to satisfy information needs are identified
	2.3. Information systems are used effectively to complete customer inquiry or transaction
	2.4. Customer information is recorded accurately in information systems to complete customer inquiry or transaction
	2.5. The shortest reasonable pathways are used to navigate between and within information systems
	2.6. Contact and communication with the customer are maintained while operating information systems
	2.7. Information with customer is verified to complete transaction
3. Identify and rectify information system and processing errors	3.1. **Errors** in information system, relevant to role are identified
	3.2. Errors are analyzed for their impact on information system and customers
	3.3. Source of errors is identified, where possible
	3.4. Consult with **stakeholders** to identify actions to rectify errors
	3.5. Rectification is arranged and amendments are confirmed to be accurate

	3.6. Customers of errors are informed and necessary action is taken
	3.7. Information system faults are identified and relevant personnel are notified according to policy
	3.8. Procedural change is recommended according to policy

Variable	Range
Information systems may include:	• billing systems • databases • internet • intranet • telephone systems
Log on may include:	• compliance with information technology security protocols • logging into telephone system • opening of most frequently used applications • turning on computer equipment • username and passwords to access information systems
Customer may include:	• colleague • internal or external customer of the organisation • user, purchaser, or beneficiary of a service, product or process
Information may include:	• details required from core business systems or other sources in order to complete a transaction or process • specific details requested by a customer or others
Errors may include:	• corrupt data • data in incorrect fields • inaccurate data • untimely entry of data
Stakeholders may include:	• information technology department or help desk • marketing and other departments • owners of database or system • team leader or manager • training department

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • efficient and effective navigation of systems to locate required information • accurate use of codes used to locate data • accurate entering of data onto the system • checks to ensure data is captured in accordance with established procedures • identification and analysis of errors and reporting including recommendations

	• knowledge of the organization policies, procedures and guidelines regarding the use and security of information systems
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • computer and system troubleshooting principles • enterprise business system/s and operating platforms, relevant to role • organization policies, procedures and guidelines regarding the use and security of information systems • escalation process for reporting information technology issues
Underpinning Skills	Demonstrate: • analytical skills to research, identify and use information effectively • communication skills to maintain effective customer contact while using information systems • interpersonal skills to establish rapport and to build relationships with customers • information technology skills to use organizational information systems effectively and efficiently • literacy skills to accurately read, interpret and record information • numeracy skills to effectively read, validate and calculate data and information • Problem-solving skills to Analyze and resolve issues with information systems.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Deliver a Service to Customers**
Unit Code	**EIS CCS2 04 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

Elements	Performance Criteria	
1. Establish contact with customers	1.1	**Customer** is acknowledged and greeted in a professional, courteous and concise manner according to **organizational requirements**
	1.2	Personal dress and presentation are maintained in line with organizational requirements
	1.3	Communication is done using appropriate **interpersonal skills** to facilitate accurate and relevant exchange of information
	1.4	Sensitivity is maintained to customer specific needs and any cultural, family and individual differences
	1.5	Rapport/relationship with customer is established and a genuine interest in customer needs/requirements is expressed
2. Identify customer needs	2.1	Appropriate questioning and active listening are used to determine customer needs
	2.2	Customer needs are assessed for urgency to identify priorities for service delivery
	2.3	Customer is provided with information about available options for meeting customer needs and assisted to identify preferred option/s
	2.4	Personal limitations are identified in addressing customer needs and seek assistance from **designated persons** where required
3. Deliver service to customers	3.1	Prompt customer service is provided to meet identified needs according to organizational requirements
	3.2	Information regarding problems and delays, and follow-up is provided within appropriate timeframes as necessary
	3.3	Communicate with customers is conducted in a clear, concise and courteous manner

	3.4 **Opportunities** are identified to enhance the quality of service and products, and action taken to improve the service whenever possible
4. Process customer feedback	4.1 **Customer feedback** is promptly recognized and handled sensitively according to organizational requirements
	4.2 Any feedback and communication between customers and the organization are accurately recorded according to organizational standards, policies and procedures
	4.3 Any unmet customer needs are identified and suitability of other products/services is discussed
	4.4 Customers are supported to make contact with other services according to organizational policies and procedures

Variable	Range
Customers may include:	• contacts from other organisations • external customers • internal customers • members of the public • patients • service users
Organizational requirements may include:	• access and equity principles and practice • anti-discrimination and related policy • following OHS procedures for dealing with customers • legal and organizational policies, guidelines and requirements • quality and continuous improvement processes and standards • quality assurance and/or procedures manual
Interpersonal skills may include:	• listening actively to what the customer is communicating • providing an opportunity for the customer to confirm their request • questioning to clarify and confirm customer needs • seeking feedback from the customer to confirm understanding of needs • summarising and paraphrasing to check understanding of customer's message • using appropriate body language
Designated persons may include:	• manager, supervisor or team leader • more experienced personnel with specific knowledge or information • staff from other work areas with particular product or service knowledge

Opportunities may include:	• advice about warranties, guarantees or support services • packaging options • pricing options • procedures for delivery of goods or service • provision of product knowledge • systems for recording complaints
Customer feedback may be about:	• damaged goods or delivery problems • delays • invoicing errors • quality of customer service • quality of service provision

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • demonstrating all stages of customer service interactions • responding to customer feedback • demonstrating a range of interpersonal skills • knowledge of relevant legislation

Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
	  ➢ anti-discrimination legislation
	  ➢ ethical principles
	  ➢ codes of practice
	  ➢ privacy laws
	  ➢ occupational health and safety (OHS)
	  ➢ organizational policies and procedures relating to customer service and the customer service process

Underpinning Skills	Demonstrate skills to: • communication skills to convey meaning clearly, concisely and coherently • culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • literacy skills to communicate with customers and to develop required product knowledge • numeracy skills to interpret customer requirements and to meet customer needs • problem-solving skills to deal with customer enquiries or complaints
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test

	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Process and Maintain Workplace Information**
Unit Code	**EIS CCS2 05 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

Elements	Performance Criteria
1. Collect information	1.1 ***Information*** is collected in a timely manner and ensure that it is relevant to organizational needs
	1.2 ***Business equipment***/***technology*** available in the work area is used to effectively obtain information
	1.3 ***Organizational requirements*** relating to security and confidentiality are applied in handling information
2. Process workplace information	2.1 Business equipment/technology is used to process information in accordance with organizational requirements
	2.2 Information is processed in accordance with defined timeframes, guidelines and procedures
	2.3 Information is updated, modified and filed in accordance with organizational requirements
	2.4 Information is collated and despatched in accordance with specified timeframes and organizational requirements
3. Maintain information systems	3.1 Information and filing systems are maintained in accordance with organizational requirements
	3.2 Identify, ***remove*** and/or ***relocate inactive or dead files*** in accordance with organizational requirements
	3.3 New files are established and assembled in accordance with organizational requirements
	3.4 Reference and index systems are updated in accordance with organizational requirements

Variable	Range
Information may include:	• computer databases (library catalogue, customer records) • computer files (letters, memos and other documents) • correspondence (faxes, memos, letters, email)

	• forms (insurance forms, membership forms)
	• invoices (from suppliers, to debtors)
	• minutes of meetings
	• personnel records (personal details, salary rates)
	• sales records (monthly forecasts, targets achieved)
Business equipment/technology may include:	• answering machine
	• binder
	• computer
	• fax machine
	• filing systems (manual/computerised/electronic)
	• photocopier
	• printer
	• telephone
Organizational requirements may include:	• despatching and collecting procedures
	• legal and organizational policies, guidelines and requirements
	• OHS policies, procedures and programs
	• procedures for deciding which records should be captured and filed
	• procedures for updating records
	• security procedures
Removing inactive or dead files may include:	• compressing computer files prior to archiving
	• periodically archiving or deleting files
	• transferring files at regular intervals or routinely checking for dead or inactive files
	• transferring records from the active filing system to secondary storage
Relocating inactive or dead files may include:	• electronic (email, internet access, diskette, tape, CD-ROM)
	• microfilm
	• photographic material
	• printed material

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential:
	• applying organizational policies and procedures for collecting and processing workplace information
	• accuracy in recording and documenting information
	• correctly storing, classifying and maintaining documents and records
Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• key provisions of relevant legislation from all forms of government that may affect aspects of business

	operations, such as:
	➤ anti-discrimination legislation
	➤ ethical principles
	➤ codes of practice
	➤ privacy laws
	➤ occupational health and safety
	• organizational policies and procedures relating to collecting and processing workplace information
	• organizational recordkeeping/filing systems and security procedures
	• organization's business and structure
	• range of filing systems including paper-based and software-based
Underpinning Skills	Demonstrate skills to:
	• literacy skills to read and understand organization's recordkeeping and information systems(including classification systems), to follow sequenced written instructions and to comprehend/interpret nature of record content
	• numeracy skills to sequence and index files
	• planning skills to organize work priorities and arrangements
	• problem-solving skills to solve routine problems
	• technology skills to select and use technology appropriate to maintaining workplace information
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Process Customer Complaints**
Unit Code	**EIS CCS2 06 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

Elements	Performance Criteria
1. Respond to complaints	1.1. **Customer complaints** are processed using **effective communication** in accordance with organizational procedures established under organizational policies, legislation or codes of practice
	1.2. Necessary reports relating to customer complaints are obtained, **documented** and reviewed
	1.3. Decisions about customer complaints are made by taking into account applicable legislation, organizational policies and codes
	1.4. Resolution of the complaint is negotiated and an agreement is obtained where possible
	1.5. A register of complaints/disputes is maintained
	1.6. Customer of the outcome of the investigation is informed
2. Refer complaints	2.1. Complaints that require referral to other personnel or external bodies are identified
	2.2. **Referrals** are made to appropriate personnel for follow-up in accordance with individual level of responsibility
	2.3. All documents and investigation reports are forwarded
	2.4. Follow-up appropriate personnel to gain prompt decisions
3. Exercise judgment to resolve customer service issues	3.1. Implications of issues are identified for customer and organization
	3.2. Appropriate options are analyzed, explained and negotiated for resolution with customer
	3.3. Viable options are proposed in accordance with appropriate legislative requirements and enterprise policies
	3.4. Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel

Variable	Range
Customers may include:	• customers with routine or specific requests • internal or external customers • people from a range of social, cultural or ethnic backgrounds • people who may be unwell, drug affected or emotionally distressed • people with varying physical and mental abilities • regular and new customers
Complaints may include:	• different types of severity, formality and sources • scenarios where external bodies such as police are required • straightforward customer dissatisfaction • level of documentation required
Effective communication may include:	• giving customers full attention • maintaining eye contact (for face-to-face interactions), except where eye contact may be culturally inappropriate • speaking clearly and concisely • using appropriate language and tone of voice • using clear written information/communication • using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)
Documenting reports relating to customer complaints may include:	• completed forms and written reports • using audio-visual tapes • using computer-based systems
Referrals may include:	• external bodies e.g. Ombudsman, Independent Commission Against Corruption (ICAC), police • relevant superiors in the organizational hierarchy

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • applying judgement in the application of industry and/or organizational procedures • working with customer complaints • knowledge of organizational procedures and standards for processing complaints

Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
	  ➢ anti-discrimination legislation
	  ➢ ethical principles
	  ➢ codes of practice
	  ➢ privacy laws

	➢ occupational health and safety (OHS) • importance of good communication skills and the individual's role in processing customer complaints • organizational procedures and standards for processing complaints and recommending appropriate action
Underpinning Skills	Demonstrate: • analytical skills to identify trends and positions of products and services • communication skills to interpret customer complaints, and to monitor and advise on customer service strategies and resolutions • culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation • problem-solving skills to deal with customer enquiries or complaints, to apply organizational procedures to a range of situations and to exercise judgement in this application
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Handle Mail**
Unit Code	**EIS CCS2 07 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail.

Elements	Performance Criteria
1. Receive and distribute incoming mail	1.1 Ensure that **incoming mail** is **checked** and **registered** in accordance with organizational policies and procedures
	1.2 Titles and locations of company personnel and departments are identified
	1.3 **Urgent and confidential mail** are identified and **distributed** in accordance with organizational requirements
	1.4 Mail is **sorted** and despatched to **nominated person**/**location** in accordance with organizational requirements
	1.5 **Damaged**, **suspicious or missing items** are recorded and/or reported and **appropriate action** is taken in accordance with organizational policies and procedures
2. Collect and despatch outgoing mail	2.1 Outgoing mail is collected, checked and sorted to ensure all items are **correctly prepared for despatch** in accordance with organizational policies and procedures
	2.2 Outgoing **mail for despatch is recorded** and **processed** in accordance with **organizational requirements**
	2.3 Mail is despatched to meet designated time lines
3. Organize urgent and same day deliveries	3.1 **Delivery options** are evaluated and **best option** is selected
	3.2 Items are prepared for urgent delivery in accordance with organizational requirements and carrier specifications
	3.3 Lodgement or pick up of emergency deliveries and follow-up is organized if necessary

Variable	Range
Incoming mail may include:	• confidential/personal • electronic (e.g. faxes, emails to central address) • external • internal

	• journals/magazines • letters • paper-based • urgent • other forms of correspondence
Checking mail may include:	• enclosures • mail marked confidential, urgent or personal • mail sent express post or registered • mail that has been damaged • mail that looks suspicious
Registering mail may include:	• assigning file number • addressee • condition of mail item (e.g. damaged, no return address) • contents e.g. cheque • date received • sender • subject
Distributing urgent and confidential mail may include:	• immediate, hand delivery, express post, registered • separating and prioritising urgent mail
Sorting mail may include:	• adding a circulation slip • separating by order of importance for each individual • separating internal (organizational) mail and external mail • separating junk mail • separating urgent mail to be distributed first • sorting by departments • sorting by location • sorting by seniority of personnel • sorting invoices, cheques and accounts
Nominated person/location may include:	• administrative support person • department • individual addressee
Damaged, suspicious or missing items may include:	• mail exposed to weather (e.g. water damage from rain) • mail roughly handled (e.g. broken contents, torn address labels) • mail that looks like it has been interfered with (re-sealed mail) • mail that looks unusual • mail that makes noises • mail that smells strange • pilfered mail (contents may be missing, parcels slit open)
Appropriate action in relation to	• immediately calling supervisor or security staff

damaged, missing or suspicious items may include:	• contacting sender to ensure everything sent was received • filling out forms for sender's insurance company • negotiating replacement of missing or damaged items with sender • not touching or moving suspicious mail
Correctly preparing items for despatch may include:	• checking enclosures • checking letter and envelope are addressed to same person • checking the address is not obscured • checking letter has been signed • checking return address is included • checking address details and layout are correct • determining most appropriate carrier • ensuring correct requirements for chosen carrier are being followed • preparing bulk mail outs
Recording outgoing mail may include:	• electronic (specialist software, database, spreadsheet systems) • paper-based (mail book, form, file)
Processing mail for despatch may include:	• calculating and paying for postage • DX mail • registering mail
Processing in accordance with organizational requirements may include:	• addressee/organisation • appropriate carrier (courier, normal mail, express post) • date of despatch • receipts attached where appropriate • reference number • sender • sender's department
Delivery options may include:	• courier • express mail • overnight bag
Best option may include:	• cost • delivery location • nature of contents (bulky, fragile, confidential) • quantity of delivery items • time constraints

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • providing accurate information for defined purposes

	• systematic maintenance and handling of data and documents • using business technology to manage information • knowledge of relevant legislation

Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
	   ➢ anti-discrimination legislation
	   ➢ ethical principles
	   ➢ codes of practice
	   ➢ privacy laws
	   ➢ occupational health and safety (OHS)
	• methods for checking validity of information and its sources
	• organizational recordkeeping/filing systems, security procedures and safe recording practices
	• policies and procedures relating to distribution of workplace information, and legal and ethical obligations

Underpinning Skills	Demonstrate skills to: • analytical skills to classify and report information • literacy skills to read and understand a variety of texts; and to write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information • problem-solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate • technology skills to display information in a format suitable to the target audience
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Implement Operational Plan**
Unit Code	**EIS CCS2 08 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

Elements	Performance Criteria
1. Implement operational plan	1.1. Details of **resource requirements** are collated, Analyzed and organized in consultation with **relevant personnel**, **colleagues and specialist resource managers**
	1.2. **Operational plans** are implemented to contribute to the achievement of organization's performance/business plan
	1.3. **Key performance indicators** (KPIs) are identified and used to monitor operational performance
	1.4. **Contingency planning** and **consultation processes** are undertaken
	1.5. Assistance is provided in the development and presentation of proposals for resource requirements in line with operational planning processes
2. Implement resource acquisition	2.1. Employees are recruited and inducted within **organization's policies**, **practices and procedures**
	2.2. Plans are implemented for acquisition of physical resources and services within organization's policies, practices and procedures and in consultation with relevant personnel
3. Monitor operational performance	3.1. **Performance systems and processes** are monitored to assess progress in achieving profit/productivity plans and targets
	3.2. Budget and actual financial information are analyzed and used to monitor profit/productivity performance
	3.3. Unsatisfactory performance is identified and prompt action is taken to rectify the situation according to organizational policies
	3.4. Mentoring, coaching and supervision are provided to support individuals and teams to use resources effectively, economically and safely

| | 3.5. Recommendations are presented for variation to operational plans to the **designated persons/groups** and approval gained |
| | 3.6. **Systems**, **procedures and records** associated with performance are implemented in accordance with organization's requirements |

Variable	Range
Resource requirements may refer to:	• goods and services to be purchased and ordered • human, physical and financial resources - both current and projected • stock requirements and requisitions
Relevant personnel, colleagues and specialist resource managers may include:	• colleagues and specialist resource managers • managers • occupational health and safety committees and other people with specialist responsibilities • other employees • people from a wide range of social, cultural and ethnic backgrounds, and people with a range of physical and mental abilities • supervisors
Operational plans may refer to:	• organizational plans • tactical plans developed by the department or section to detail product and service performance
Key performance indicators may refer to:	• measures for monitoring or evaluating the efficiency or effectiveness of a system, and which may be used to demonstrate accountability and to identify areas for improvements
Contingency planning may refer to:	• contracting out or outsourcing human resources and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables • increasing sales or production • recycling and re-use • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour costs • risk identification, assessment and management processes • seeking further funding • strategies for reducing costs, wastage, stock or consumables • succession planning

Consultation processes may refer to:	• mechanisms used to provide feedback to the work team in relation to outcomes of consultation • meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual operational plans
Organization's policies, practices and procedures may include:	• organizational culture • Standard Operating Procedures • organizational guidelines which govern and prescribe operational functions, such as the acquisition and management of human and physical resources • undocumented practices in line with organizational operations

Performance systems and processes may refer to:	• informal systems used by frontline managers for the work team in the place of existing organisation-wide systems
	• formal processes within the organisation to measure performance, such as:
	   ➢ feedback arrangements
	   ➢ individual and teamwork plans
	   ➢ KPIs
	   ➢ specified work outcomes

Designated persons/groups may include:	• other affected work groups or teams and groups designated in workplace policies and procedures • those who have the authority to make decisions and/or recommendations about operations such as workplace supervisors, other managers
Systems, procedures and records may include:	• databases and other recording mechanisms for ensuring records are kept in accordance with organizational requirements • individual and team performance plans • organizational policies and procedures relative to performance

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • ability to monitor and adjust operational performance, produce short-term plans for the department or section, plan and acquire resources, and provide reports on performance as required • knowledge of principles and techniques associated with monitoring and implementing operations and procedures

Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• principles and techniques associated with:
	   ➢ contingency planning
	   ➢ methods for monitoring and reporting on performance
	   ➢ monitoring and implementing operations and procedures
	   ➢ problem identification and methods of resolution

	➢ relevant budgeting and financial analysis, interpretation and reporting requirements ➢ resource management systems at the tactical implementation level ➢ resource planning and acquisition ➢ tactical risk analysis including identification and reporting requirements
Underpinning Skills	Demonstrate: • coaching and mentoring skills to provide support to colleagues • literacy skills to access and use workplace information, and to prepare reports • planning and organising skills to monitor performance and to sequence work of self and others to achieve planned outcomes
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Produce Simple Word Processed Documents**
Unit Code	**EIS CCS2 09 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

Elements	Performance Criteria
1. Prepare to produce documents	1.1 Safe work practices are used to ensure **ergonomic**, **work organisation**, energy and resource **conservation requirements** are addressed
	1.2 **Document** purpose, audience and presentation requirements are identified, and clarified with relevant personnel as required
	1.3 **Organizational** and task **requirements** are identified for document layout and design
2. Produce documents	2.1 Document is **formatted** using appropriate **software functions** to adjust page layout to meet information requirements, in accordance with organizational style and presentation requirements
	2.2 System features are used to identify and manipulate **screen display options and controls**
	2.3 Manuals, user documentation and online help are used to overcome problems with document presentation and production
3. Finalise documents	3.1 Ensure final document is previewed, **checked**, adjusted and **printed** in accordance with organizational and task requirements
	3.2 Ensure document is prepared within **designated time lines** and organizational requirements
	3.3 **Document is named and stored** in accordance with organizational requirements and exit application without information loss/damage

Variable	Range
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest

	• keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation requirements may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Conservation requirements may include:	• disposing of non-confidential waste paper in recycling bins • double-sided paper use • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Documents may include:	• agendas • briefing papers • envelopes • faxes • labels • letters • mail merges • memos • minutes • short reports • simple one-page flyers • standard form letters
Organizational requirements may include:	• organization's colour scheme • organization's logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • observing copyright legislation • organisation name, time, date, document title, filename etc. in header/footer • templates
Formatting may include:	• alignment on page • columns • company logo/letterhead • enhancements to format - borders, patterns and colours • enhancements to text - colour, size, orientation • headers/footers

	• margins
	• page orientation
Software functions may include:	• default settings
	• document protection
	• grammar check
	• headers/footers
	• indent
	• line spacing
	• page numbers
	• page set up
	• paragraph formatting
	• spell check
	• tabs
	• text formatting
Screen display options and controls may include:	• layout view
	• maximise/minimise
	• normal view
	• page view
	• print preview
	• ruler
	• toolbars
	• zoom percentage
Checking may include:	• accuracy of information
	• consistency of layout
	• ensuring instructions with regard to content and format have been followed
	• grammar
	• proofreading
	• spelling, electronically and manually
Printing may include:	• basic print settings
	• multiple copies
	• odd or even pages
	• print preview
	• printer setup
	• specified pages
	• whole document
Designated time lines may include:	• organizational time line e.g. deadline requirements
	• time line agreed with internal/external client
	• time line agreed with supervisor/person requiring document/s
Naming and storing documents may include:	• appropriate file type
	• authorised access
	• file names according to organizational procedure e.g. numbers rather than names
	• file names which are easily identifiable in relation to the content
	• file/directory names which identify the operator, author,

section, date etc
- filing locations
- organizational policy for backing up files
- organizational policy for filing hard copies of documents
- security
- storage in folders/sub-folders
- storage on hard/floppy disk drives, CD-ROM, tape back-up

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • knowledge of simple word processing functions, standard document layout and design principles • production of a minimum of three simple, word processed documents
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • formatting styles and their effect on formatting, readability and appearance of documents • purpose, use and function of word processing software • organizational requirements for ergonomics, work periods and breaks, and conservation techniques • organizational style guide
Underpinning Skills	Demonstrate skills to: • communication skills to clarify document requirements • editing and proofreading skills to check own work for accuracy • keyboarding skills to enter text and numerical data • literacy skills to read and understand organization's procedures, and to use basic models to produce a range of correspondence • problem-solving skills to solve routine problems
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Communicate Electronically**
Unit Code	**EIS CCS2 10 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging.

Elements	Performance Criteria
1. Implement procedures to send and receive electronic mail	1.1 **Software** is logged in for sending and receiving email in accordance with **organizational requirements**
	1.2 **Outgoing email is checked for accuracy** and ensure any required **attachments** are prepared, in accordance with organizational and service provider requirements
	1.3 Urgent, confidential, personal, **suspicious or potentially dangerous email** are identified and appropriate actions are taken
	1.4 **Returned email is dealt** in accordance with organizational policies and procedures
2. Manage electronic mail	2.1. Security levels and/or filters for incoming email are set in accordance with organizational requirements
	2.2. Individual mailboxes are created and maintained in accordance with organizational requirements
	2.3. **Email and/or attachments are stored** in accordance with organizational requirements
	2.4. Inboxes and archive are emptied or permanently deleted in accordance with organizational requirements
	2.5. Electronic **mailing lists** are prepared and maintained in accordance with organizational requirements
3. Collaborate online	3.1 Software to be used is identified in collaboration
	3.2 Ensure **online collaboration** is undertaken in accordance with organizational policy, procedures and **net etiquette** (netiquette)
	3.3 Respond to posts or communications in accordance with agreed parameters, organizational requirements and netiquette

Variable	Range

Software may include:	• mobile or wireless software applications:
	   ➢ personal digital assistants (PDA)
	   ➢ mobile phones
	   ➢ text messaging (SMS/TXT)
	   ➢ multimedia messaging (MMS)
	   ➢ internet relay chat (IRC)
	• personal computer-based software applications:
	   ➢ email applications
	   ➢ web-based email services
	   ➢ chat applications
	   ➢ internet discussion groups/boards/chat rooms
	   ➢ intranet discussion groups/boards/chat rooms

Organizational requirements may include:	• carbon copies or blind carbon copies • concise, relevant subject line • electronic signature • form of address • formality/informality of language, tone and structure • including original message in the reply • length of emails (i.e. short and to the point) • net ethics • net etiquette(netiquette) • requesting read receipt • sender's name and address
Checking outgoing email for accuracy may include checking:	• clarity of intended meaning • completeness • content • grammar • punctuation • recipient's address • spelling • structure
Attachments may include:	• PDFs • pictures • spreadsheets • word processed documents • any electronic file
Suspicious or potentially dangerous email may include:	• attachments • email where sender is unknown, and subject line is enticing and/or personal (e.g. urging the receiver to open immediately) • particular file extensions • spam (unsolicited commercial email or junk email) • unsolicited email containing viruses

Dealing with returned email may include:	• checking email address • checking size of attachment/s • re-sending • sending message by other means e.g. facsimile, post • telephoning addressee
Storing email may include:	• email application software • paper-based filing system • specialised recordkeeping, spreadsheet or database software
Mailing lists may include:	• database or spreadsheet records • electronic address books • word processing tables or data files
Online collaboration may include:	• chat rooms • email communications • instant messaging • intranet
Net etiquette may include:	• accepted (not mandated) rules for being a good net citizen (netizen) • adjust to the style and tone of discussion groups • be forgiving of other's mistakes • do not abuse your power • if you would not do it in real life do not do it in cyberspace • keep flames under control (flaming is making personal attacks on others) • look good online (spelling, grammar, and have something worth saying) • protocols for discussion groups • remember you are dealing with real people not computers • respect copyright • respect other people's privacy • respect other's time and bandwidth • share expert knowledge

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • sending and receiving email for a range of purposes • attaching and removing documents to email • using software applications to collaborate online • knowledge of relevant legislation
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • different methods of electronic communication • key provisions of relevant legislation from all forms of

	government that may affect aspects of business operations, such as: ➢ anti-discrimination legislation ➢ ethical principles ➢ codes of practice ➢ privacy laws ➢ occupational health and safety
Underpinning Skills	Demonstrate skills to: • communication skills to request advice, to receive feedback and to work with a team • literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to draft simple correspondence • problem-solving skills to solve routine technology problems
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	Maintain Daily Financial/Business Records
Unit Code	**EIS CCS2 11 0812**
Unit Descriptor	This unit covers the preparation and processing of routine financial documents.

Elements	Performance Criteria
1. Prepare and process invoices for payment to creditors and for debtors	1.1 **Information** from **documents** is identified, checked and recorded
	1.2 All works are undertaken is in accordance with **organizational procedures**, **legislation and regulations**
	1.3 Documents are processed and recorded or transmitted to **appropriate personnel**
2. Prepare and process banking documents and petty cash documents	2.1 Documentation is completed in accordance with **banking guidelines**
	2.2 Cheques and card vouchers are checked for **validity** before processing, where applicable
	2.3 **Banking documentation** is reconciled with organization's financial records, where applicable
	2.4 Deposits and withdrawals are accurately entered and balanced according to organizational procedures, where applicable
3. Process petty cash transactions	3.1 Any irregularities are referred to nominated person
	3.2 Petty cash claims and vouchers are checked, processed and recorded and petty cash book is balanced according to organization's procedures
4. Process financial forms and applications	4.1 Invoices and related documents are filed for auditing purposes
	4.2 Invoices are checked against source documents for accuracy
	4.3 Any errors or inaccuracies are corrected
	4.4 Invoices are prepared in accordance with organizational procedures

Variable	Range

Information may include:	• names • addresses • amounts of money/figure • dates • account numbers/card numbers/cheque numbers
Documents may include:	• application forms • claim forms • petty cash vouchers • invoices • purchase orders • receipts • credit notes • statements • deposit books • delivery dockets • remittance advice
Organizational procedures may include:	• legal and organisation policy and guidelines • procedures for entering and balancing deposits • procedures for checking validity of cheques and card vouchers • security procedures • cash handling procedures • Ethiopian Accounting and Auditing Standards
Legislation and regulations may include:	• award and enterprise agreement • occupational health and safety (OH&S) legislation • privacy • equal employment opportunity (EEO) legislation • Anti-discrimination legislation
Appropriate personnel may include:	• supervisor • manager • account department • accounts clerk • petty cash officer
Banking guidelines may include:	• cash bundled • accurate forms • banking summary provided • banking electronically
Validity may include:	• signature • dates • amounts
Banking documentation may include:	• withdrawal forms • deposit slips/books • cheques

Evidence Guide

Critical aspects of Competence	Assessment requires evidence that the candidate must be able to demonstrate accurate and timely preparation and processing of financial documents in accordance with the organization's policies and procedures.
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • the organization's policies and procedures applying to financial documents • relevant legislation and codes, relating to the operation of a business and to the tasks undertaken • legislation relating to privacy and confidentiality • procedures for handling cheques, vouchers and cash • banking procedures and guidelines • methods of calculating and presenting financial data • the organization's software and technology used to record and transmit financial information
Underpinning Skills	Demonstrate skills to: • calculation skills • ability to check accuracy of information (words and numbers) • attention to detail • ability to read and interpret financial data • communication skills • ability to relate to people from a range of social, cultural and ethnic backgrounds • ability to work to set timelines
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Operate Computing Packages**
Unit Code	**EIS CCS2 12 0812**
Unit Descriptor	This unit defines the competency required to identify, select and correctly operate three desktop applications for a range of purposes.

Elements	Performance Criteria
1. Use appropriate software	1.1. Select **software** appropriate to perform activity
	1.2. Use **software** to produce required outcome using a range of features related to the activities
	1.3. Save documents in appropriate directories/folders
2. Access, retrieve and manipulate data	2.1. Select and access **files**
	2.2. Amend and save **files** according to requirements
	2.3. Produce documents and **files** that meet organizational needs
	2.4. Save **files** in appropriate directories/folders
	2.5. Exit **software** correctly without loss of **data**
3. Access and use help functions within each application	3.1. Identify the help resources available for basic difficulties with the **software**
	3.2. Access user help documentation and other resources for basic difficulties with the **software**
4. Use keyboard and equipment	4.1. Follow **OH**&**S** standards and regulations to avoid injury or illness
	4.2. Use wrist rests and document holders where appropriate
	4.3. Use monitor anti-glare and radiation reduction screens where appropriate
	4.4. Ensure user **equipment** is maintained and free from defects that could cause injury

Variable	Range
Software may include but is not limited to:	• commercial software applications • organisation-specific software • It is expected that a word processing application, Database Application and Spreadsheet application will be chosen in preference to other types of applications
Files may include but is not limited to:	• html pages • pdf files

	• text files • pictures • music • email messages
Data may include:	• text • images • graphics • screenshots • icons added to the document
Equipment may include but is not limited to:	• workstations • personal computers • modems and other connectivity devices • printers • hard drives • DSL modems • monitors • switches • hubs • personal digital assistant (PDA) • other peripheral devices
OH&S may include:	• correct posture • lighting • type of desk • type of monitor • style of chair • typing position • repetitive strain injury prevention • ventilation • light position • length of time in front of computer

Evidence Guide	
Critical aspects of Competence	Evidence of the following is essential: • Assessment must confirm the ability to produce several workplace documents utilising a minimum of three different computing packages. Learner will demonstrate the use of a wide range of features from each package.
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • OH&S principles and responsibilities • Basic understanding of system usage • Basic technical terminology in relation to reading help files and responding to system help prompts • Personal computer access and log-on procedures
Underpinning Skills	Demonstrate skills to: • Basic analysis of desktop layout, monitor and chair positioning, keyboard techniques and use of the mouse

	• Basic problem solving in application management and help function usage • Reading and writing at a level where basic workplace documents are understood • Clear and precise communication with team members and supervisors • Interpretation of user manuals
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Participate in Workplace Communication**
Unit Code	**EIS CCS2 13 0812**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

Elements	Performance Criteria
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from ***appropriate sources***
	1.2 Effective questioning , active listening and speaking skills are used to gather and convey information
	1.3 Appropriate ***medium*** is used to transfer information and ideas
	1.4 Appropriate non- verbal communication is used
	1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed
	1.6 Defined workplace procedures for the location and ***storage*** of information are used
	1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time
	2.2 Own opinions are clearly expressed and those of others are listened to without interruption
	2.3 Meeting inputs are consistent with the meeting purpose and established ***protocols***
	2.4 ***Workplace interactions*** are conducted in a courteous manner
	2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to
	2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of ***forms*** relating to conditions of employment are completed accurately and legibly
	3.2 Workplace data is recorded on standard workplace forms and documents
	3.3 Basic mathematical processes are used for routine calculations
	3.4 Errors in recording information on forms/ documents are identified and properly acted upon
	3.5 Reporting requirements to supervisor are completed according to organizational guidelines

Variable	Range
Appropriate sources	May include but not limited to: • Team members • Suppliers • Trade personnel • Local government • Industry bodies
Medium	May include but not limited to: • Memorandum • Circular • Notice • Information discussion • Follow-up or verbal instructions • Face to face communication
Storage	May include but not limited to: • Manual filing system • Computer-based filing system
Protocols	May include but not limited to: • Observing meeting • Compliance with meeting decisions • Obeying meeting instructions
Workplace interactions	May include but not limited to: • Face to face • Telephone • Electronic and two way radio • Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
Forms	May include but not limited to: • Personnel forms, telephone message forms, safety reports

Evidence Guide	
Critical Aspects of Competency	Demonstrates skills and knowledge in: • Prepared written communication following standard format of the organization • Accessed information using communication equipment • Made use of relevant terms as an aid to transfer information effectively

	• Conveyed information effectively adopting the formal or informal communication
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities
Underpinning Skills	Demonstrate skills to: • Follow simple spoken language • Perform routine workplace duties following simple written notices • Participate in workplace meetings and discussions • Complete work related documents • Estimate, calculate and record routine workplace measures • Do basic mathematical processes of addition, subtraction, division and multiplication • relate to people of social range in the workplace • Gather and provide information in response to workplace Requirements
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Work in Team Environment**
Unit Code	**EIS CCS2 14 0812**
Unit Descriptor	This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

Elements	Performance Criteria
1. Describe team role and scope	1.1 The **role and objective of the team** are identified from available **sources of information**
	1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified
	2.2 Roles and responsibility of other team members are identified and recognized
	2.3 Reporting relationships within team and external to team are identified
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives
	3.2 Effective and appropriate contributions are made to complement team activities and objectives, based on individual skills and competencies and **workplace context**
	3.3 Protocols are observed in reporting using standard operating procedures
	3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

Variable	Range
Role and objective of team	May include but not limited to: • Work activities in a team environment with enterprise or specific sector • Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
Sources of information	May include but not limited to: • Standard operating and/or other workplace procedures • Job procedures • Machine/equipment manufacturer's specifications and

	instructions
	• Organizational or external personnel
	• Client/supplier instructions
	• Quality standards
	• OHS and environmental standards
Workplace context	May include but not limited to:
	• Work procedures and practices
	• Conditions of work environments
	• Legislation and industrial agreements
	• Standard work practice including the storage, safe handling and disposal of chemicals
	• Safety, environmental, housekeeping and quality guidelines

Evidence Guide	
Critical aspects of competence	Demonstrates skills and knowledge in:
	• Operated in a team to complete workplace activity
	• Worked effectively with others
	• Conveyed information in written or oral form
	• Selected and used appropriate workplace language
	• Followed designated work plan for the job
	• Reported outcomes
Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Communication process
	• Team structure
	• Team roles
	• Group planning and decision making
Underpinning Skills	Demonstrate skills to:
	• Communicate appropriately, consistent with the culture of the workplace
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Develop Business Practice**
Unit Code	**EIS CCS2 15 0812**
Unit Descriptor	This unit specifies the outcomes required to establish a business operation from a planned concept. It includes researching the feasibility of establishing a business operation, planning the setting up of the business, implementing the plan and reviewing operations once commenced.

Elements	Performance Criteria
1. Identify business opportunity	1.1 **Business opportunities** are investigated and identified
	1.2 Feasibility study is undertaken to determine likely **business viability**
	1.3 Market research on product or service is undertaken
	1.4 Assistance with feasibility study of **specialist and relevant parties** is sought as required
	1.5 Impact of emerging or changing technology including e-commerce, on business operations are evaluated
	1.6 Practicability of business opportunity is assessed in line with perceived risks, returns sought and resources available
	1.7 Business plan is completed for operation
2. Identify personal business skills	2.1 Financial and business skills available are identified and taken into account when business opportunities are researched
	2.2 **Personal skills/attributes** are assessed and matched against those perceived as necessary for a particular business opportunity
	2.3 **Business risks** are identified and assessed according to resources available and personal preferences
3. Plan for establishment of business operation	3.1 Business structure and operations are determined and documented
	3.2 Procedures are developed and documented to guide operations
	3.3 Financial backing is secured for business operation
	3.4 Business legal and regulatory requirements are identified and complied
	3.5 **Human and physical resources** required to commence business operation are determined

	3.6	Recruitment strategies are developed and implemented
4. Implement establishment plan	4.1	Marketing of business operation is undertaken
	4.2	Physical and human resources are obtained to implement business operation
	4.3	**Operational unit** is established to support and coordinate business operation
	4.4	Monitoring process is developed and implemented for managing operation
	4.5	**Legal documents** are carefully maintained and relevant records are kept and updated to ensure validity and accessibility
	4.6	Contractual procurement rights for goods and services including **contracts with relevant people**, negotiated and secured as required in accordance with the business plan
	4.7	Options for leasing/ownership of business premises identified and contractual arrangements are completed in accordance with the business plan
5. Review implementation process	5.1	Review process for implementation of business operation is developed and implemented
	5.2	Improvements in business operation and associated management process are identified
	5.3	Identified improvements are implemented and monitored for effectiveness

Variable	Range
Business opportunities	May include but not limited to: • expected financial viability • skills of operator • amount and types of finance available • returns expected or required by owners • likely return on investment • finance required • lifestyle issues
Business viability	May include but not limited to: • opportunities available • market competition • timing/ cyclical considerations • skills available • resources available • location and/ or premises available • risk related to a particular business opportunity, especially • in regard to Occupational Health and Safety and • environmental considerations

Specialist and relevant parties	May include but not limited to: • Chamber of commerce • Financial planners and financial institution representatives, business planning specialists and marketing specialists • accountants • lawyers and providers of legal advice • government agencies • industry/trade associations • online gateways • business brokers/business consultants
Personal skills/attributes	May include but not limited to: • technical and/ or specialist skills • business knowledge and skills • entrepreneurship • willingness to take risks
Business risks	May include but not limited to: • occupational health and safety and environmental • considerations • relevant legislative requirements • security of investment • market competition • security of premises/ location • supply and demand • resources available
Human and physical resources	May include but not limited to: • software and hardware • office premises • communications equipment • specialist services through outsourcing, contracting and • consultancy • staff • vehicles
Operational unit	May include but not limited to: • office location staffed with required personnel and equipped to service and support business • home-based site or other location such as leased or owned property
Legal documents	May include but not limited to: • partnership agreements, constitution documents, statutory books for companies (Register of Members, Register of Directors and Minute Books), Certificate of Incorporation, Franchise Agreements and financial documentation, appropriate software for financial records • recordkeeping including personnel, financial, taxation, OHS and environmental
Contracts with relevant people	May include but not limited to: • owners, suppliers, employees, landlords, agents, distributors,

	customers or any person with whom the business has, or seeks to have, a performance-based relationship

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • that a business operation has been planned and implemented from initial research into feasibility of the business and completion of the plan, through to implementing the plan and commencing operations • the ability to evaluate the results of research and assess the likely viability and practicability of a business opportunity, taking into account the current business/market climate and resources available
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: • Federal and regional government legislative requirements affecting business operations, especially in regard to occupational health and safety (OHS), equal employment opportunity (EEO), industrial relations and anti-discrimination • Technical or specialist skills relevant to the business operation • Financing options • Business systems and operations • Relevant marketing, management, sales and financial concepts • Methods for researching business opportunities • Principles of risk management relevant to the business • Methods of identifying relevant specialist services to complement the business • Forms and administrative systems • Services available and charges • Planning and control systems (sales, • Advertising and promotion, distribution and logistics • Financial recording systems • Legal rights and responsibilities • Record keeping duties • Operational factors relating to the business (provision of professional services, products)
Underpinning Skills	Demonstrate skills of: • Literacy skills to interpret legal requirements, company policies and procedures and immediate, day-to-day demands • Marketing skills • Business planning skills • Entrepreneurial skills • Problem-solving skills • OHS skills • Time management skills • Belief in services and products offered by the business

	• Communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback • Technical and analytical skills to interpret business documents, reports and financial statements and projections • Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • Problem solving skills to develop contingency plans • Using computers and software packages to record and manage data and to produce reports • Literacy skills to enable interpretation of business information, numeracy skills for data analysis to aid research • Research skills to identify a business opportunity and to conduct a feasibility study • Analytical skills to assess personal attributes and to identify business risks • Observation skills for identifying appropriate people, resources and to monitor work
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Customer Contact Works Support Level II	
Unit Title	**Apply Continuous Improvement Processes (Kaizen)**
Unit Code	**EIS CCS2 16 1012**
Unit Descriptor	This unit of competence covers the exercise of good workplace practice and effective participation in quality improvement teams. Personnel are required to ensure the quality and integrity of their own work, detect non-conformances and work with others to suggest improvements in productivity and quality.

Elements	Performance Criteria	
1. Satisfy quality system requirements in daily work	1.1	Information on quality system requirements is accessed for own job function
	1.2	Quality control data is recorded and reported in accordance with quality system
	1.3	**Quality control procedures** are followed to ensure products, or data, are of a defined quality as an aid to acceptance or rejection
	1.4	Non-conformances or problems are recognized and reported
	1.5	Work is conducted in accordance with **sustainable energy work practices**
	1.6	Sustainable energy principles and work practices are promoted to other workers
2. Analyze opportunities for corrective and/or optimization action	2.1	Current work practices, procedures and process or equipment performance are compared with requirements and/or historical data or records
	2.2	Variances that indicate abnormal or sub-optimal performance are recognized
	2.3	Batch and/or historical records are collected and/or evaluated to determine possible causes for sub-optimal performance
	2.4	Appropriate **quality improvement tools and techniques** are used to rank the probabilities of possible causes
3. Recommend corrective and/or optimization actions	3.1	Causes are analyzed to predict likely impacts of changes and decide on the appropriate actions
	3.2	Required changes are identified to standards and procedures and training
	3.3	Recommendations are **reported** to designated personnel
4. Participate in the implementation of	4.1	Approved actions and monitor performance following changes are implemented to evaluate results

recommended actions	4.2 Changes to systems and procedures are implemented to eliminate possible causes
	4.3 Outcomes of actions are documented and communicated to **relevant personnel**
5. Participate in the development of continuous improvement strategies	5.1 All relevant features of work practice are reviewed to identify possible contributing factors leading to sub-optimal performance
	5.2 Options are identified for removing or controlling the risk of sub-optimal performance
	5.3 The adequacy of current controls, quality methods and systems are assessed
	5.4 **Quality improvement opportunities** are identified to continuously improve performance
	5.5 Recommendations are developed for continual improvements of work practices, methods, procedures and equipment effectiveness
	5.6 Appropriate personnel are consulted to refine recommendations before implementation of approved improvement strategies
	5.7 Outcomes of strategies are documented and communicated to relevant personnel

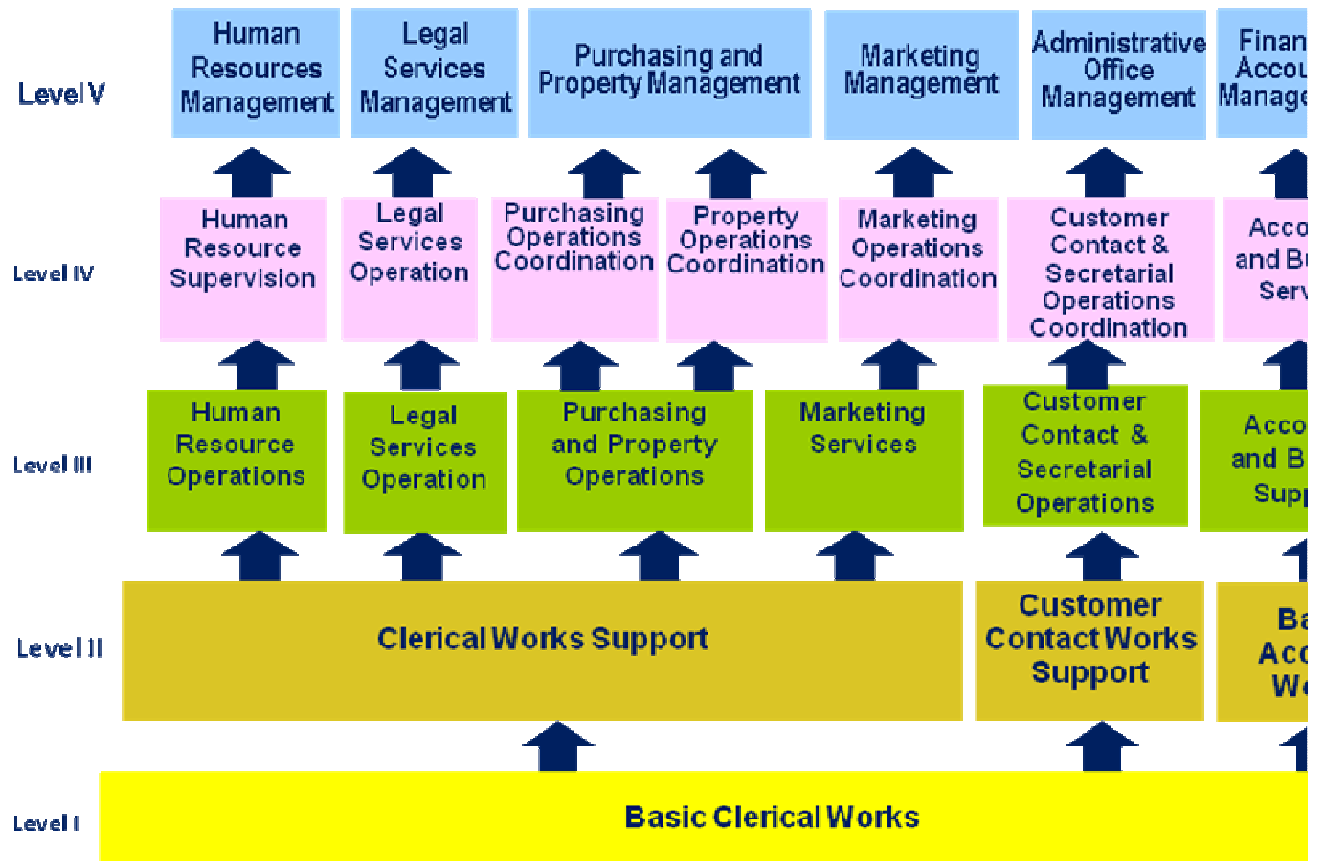| Variable	Range
Quality control procedures	May include but not limited to: • standards imposed by regulatory and licensing bodies • enterprise quality procedures • working to a customer brief or batch card and associated quality procedures • checklists to monitor job progress against agreed time, costs and quality standards • preparation of sampling plans • the use of hold points to evaluate conformance • the use of inspection and test plans to check compliance
Sustainable energy principles and work practices	May include but not limited to: • examining work practices that use excessive electricity • switching off equipment when not in use • regularly cleaning filters • insulating rooms and buildings to reduce energy use • recycling and reusing materials wherever practicable • minimizing process waste
Quality improvement tools and techniques	May include but not limited to: • run charts, control charts, histograms and scatter grams to present routine quality control data

	- plan, do, check, act (PDCA)
	- Ishikawa fishbone diagrams and cause and effect diagrams
	- logic tree
	- similarity/difference analysis
	- Pareto charts and analysis
	- force field/strength weakness opportunities threats (SWOT) analysis
Reporting	May include but not limited to:
	- verbal responses
	- data entry into laboratory or enterprise database
	- brief written reports using enterprise proformas
Relevant personnel	May include but not limited to:
	- supervisors, managers and quality managers
	- administrative, laboratory and production personnel
	- internal/external contractors, customers and suppliers
Quality improvement opportunities	May include but not limited to:
	- production processes
	- hygiene and sanitation procedures
	- reductions in waste and re-work
	- laboratory layout and work flow
	- safety procedures
	- communication with customers
	- methods for sampling, testing and recording data

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in:
	- use the enterprise's quality systems and business goals as a basis for decision making and action
	- apply all relevant procedures and regulatory requirements to ensure the quality and integrity of the products/services or data provided
	- apply and promote sustainable energy principles and work practices
	- detect non-conforming products or services in the work area
	- follow enterprise procedures for documenting and reporting information about quality
	- contribute effectively within a team to recognize and recommend improvements in productivity and quality
	- apply effective problem solving strategies
	- implement and monitor improved practices and procedures
Underpinning Knowledge and	Demonstrate knowledge of:
	- specifications for laboratory products and services in the

Attitudes	candidate's work area
	• quality requirements associated with the individual's job function and/or work area
	• scientific and technical knowledge underpinning the processes, procedures, equipment and instrumentation associated with the candidate's work tasks and duties
	• workplace procedures associated with the candidate's regular technical duties
	• sustainable energy principles
	• relevant health, safety and environment requirements
	• layout of the enterprise, divisions and laboratory
	• organizational structure of the enterprise
	• lines of communication
	• role of laboratory services to the enterprise and customers
	• methods of making/recommending improvements
	• Standards, procedures and/or enterprise requirements
Underpinning Skills	Demonstrate skills to:
	• Apply problem solving techniques and strategies
	• apply statistical analysis and statistical sampling procedures
	• detect non-conforming products or services in the work area
	• document and report information about quality
	• contribute effectively within a team to recognize and recommend improvements in productivity and quality
	• implement and monitor improved practices and procedures
	• organize and prioritize activities and items
	• read and interpret documents describing procedures
	• record activities and results against templates and other prescribed formats
	• work with others
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Sector: Economic Infrastructure
Sub-Sector: Business and Finance

Level V	Human Resources Management	Legal Services Management	Purchasing and Property Management	Marketing Management	Administrative Office Management	Finan Accou Manage
Level IV	Human Resource Supervision	Legal Services Operation	Purchasing Operations Coordination	Property Operations Coordination	Marketing Operations Coordination	Customer Contact & Secretarial Operations Coordination	Acco and B Serv
Level III	Human Resource Operations	Legal Services Operation	Purchasing and Property Operations		Marketing Services	Customer Contact & Secretarial Operations	Acco and B Supp
Level II	Clerical Works Support					Customer Contact Works Support	Ba Acc W
Level I	Basic Clerical Works						

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