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| Title | **Respond orally to customer enquiries** | | |
| Level | **1** | **Credits** | **2** |

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| Purpose | This unit standard is for those people working, or intending to work, in industries where customer contact is required.  People credited with this unit standard are able to respond orally to customer enquiries. |

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| Classification | Core Generic > Work and Study Skills |

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| Available grade | Achieved |

**Guidance Information**

1 Assessment can occur in a workplace or in a training or educational establishment, provided that workplace conditions are closely simulated, for example, in a model office, salon or workshop.

2 Definitions

*Respond to* may include dealing with the situation oneself or referring to another person.

*Customer* refers to both internal and external customers and refers to the recipient of goods and/or services.

*Customer enquiries* refer to requests for – help, information, orders.

*Oral* can refer to other language or assistive communication.

*Workplace* refers to a place of paid or voluntary employment.

*Workplace requirements* are documented policies and procedures or established protocols for workplace performance.

3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard:

Privacy Act 2020

Health and Safety at Work Act 2015

Human Rights Act 1993.

4 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

**Outcomes and performance criteria**

**Outcome 1**

Respond orally to customer enquiries.

Range face-to-face, by phone;

face-to-face can include digital communication;

by phone - real-time oral conversations without visual contact;

two separate occasions for each of face-to-face and by phone.

**Performance criteria**

1.1 Communication is demonstrated in accordance with workplace requirements.

1.2 Customer enquiries are responded to in accordance with workplace requirements.

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| Planned review date | 31 December 2027 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 16 June 1993 | 31 December 2014 |
| Review | 2 | 25 October 1995 | 31 December 2014 |
| Review | 3 | 24 March 1998 | 31 December 2014 |
| Revision | 4 | 9 May 2002 | 31 December 2014 |
| Revision | 5 | 12 September 2002 | 31 December 2014 |
| Review | 6 | 16 July 2010 | 31 December 2015 |
| Review | 7 | 17 July 2014 | 31 December 2017 |
| Review | 8 | 17 September 2015 | 31 December 2019 |
| Review | 9 | 25 January 2018 | N/A |
| Review | 10 |  | N/A |

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| --- | --- |
| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.