



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Demonstrate acceptable interpersonal communications skills (Tongan and English)		
TQF Level:	3	Credits:	10
		Release:	2
National standard code:	NS001-03		
Associated qualification (and code):	National Certificate in Customer Service Level 3 (QR-03-NQ-018-01-0903-24-02)		
Approval date:	29 Feb 2024	Review date:	27 Dec 2028
Modification history	Release 1	Release 1 (R1) is now out-of-date and is only available for reference purposes.	
	Release 2	Release 2 (R2) is the current release of this unit, and is the product of a review exercise conducted in Dec 2023 – Feb 2024. R2 replaces R1	
Purpose:	<p>This unit standard is for people entering, or employed in, the service sector who wish to build their customer service skills. People credited with this unit standard are able to:</p> <ol style="list-style-type: none"> 1. describe customer service in both English and Tongan; 2. provide customer service; 3. respond to a customer complaint 		

Learning Outcome 1 (LO1)	Describe customer service in both English and Tongan
Performance standards	<p>1.1 Customer service is described in terms of its significance to an organization, using both the English language and the Tongan language;</p> <p>1.2 A range of interpersonal factors are described in terms of their influence on customer service, using both the English language and the Tongan language <i>[Range of interpersonal factors include but not limited to: a) Integrity (Angatonu), b) Honesty (Faitotonu), c) Respect (Anga faka'apa'apa), d) Humility (Loto-tō), e) Approachable and friendly (Anga fakakaume'a), f) Communication (Fetu'utaki), etcetera (mo ha toe ni'ih)</i></p> <p>1.3 Important personal factors that contribute to professional appearance in the workplace are identified. <i>[Range of personal factors includes but not restricted to: a) dress code – consistently complying with workplace dress code, b) personal hygiene and cleanliness, and c) etiquette (Tongan and Western)]</i></p> <p>1.4 Important personal factors that contribute to professional appearance in the workplace are described in terms of their effects on customer service.</p>
Learning Outcome 2 (LO2)	Provide customer service
Performance Standards	<p>2.1 Skills for customer service are demonstrated in accordance with workplace requirements. <i>[Range of skills may include but not limited to:</i></p> <ul style="list-style-type: none"> <i>a) having good communication skills (verbal, non-verbal, facial and body gestures, listening),</i> <i>b) ability to work under pressure (maintain respectfulness and exercise grace in stressful situations),</i> <i>c) being flexible (adjust to the dynamics of customer (ability and disability) situations</i> <i>d) having the right level of self-confidence,</i> <i>e) demonstrate professionalism and a strong work ethic,</i> <i>f) has the ability to work as part of team</i> <i>g) receptive to feedback.</i> <p>2.2 Customer is effectively greeted. <i>[Range of behaviours includes but not limited to:</i></p>

	<p>a) <i>demonstrate culturally appropriate mannerisms (including the use of the correct form of the Tongan language for the three lexical levels Tui, Hou'eiki, and Kakai) and in accordance with workplace requirements;</i></p> <p>b) <i>being respectful and courteous;</i></p> <p>c) <i>being empathetic and understanding</i></p> <p>d) <i>using of either Tongan or English.]</i></p> <p>2.3 Customer satisfaction is maintained.</p> <p><i>[Range of behaviours expected includes but not limited to:</i></p> <p>a) <i>Paying immediate attention to customer needs and requests</i></p> <p>b) <i>Acknowledging customer requests and needs</i></p> <p>c) <i>Referring to experienced staff in accordance with workplace requirements</i></p> <p>d) <i>Providing services, surpassing expectation</i></p>
<p>Learning Outcome 3 (LO3)</p>	<p>Respond to a customer complaint.</p>
<p>Performance standards</p>	<p>3.1 The nature of customer's complaint is identified in accordance with workplace requirements.</p> <p>3.2 Skills for handling customer's complaint are demonstrated in accordance with workplace requirements:</p> <p><i>[Range of skills includes but not limited to:</i></p> <p>a) <i>Listening carefully to understand the details;</i></p> <p>b) <i>Show empathy (see the problem from the point of view of customer, acknowledge and apologize);</i></p> <p>c) <i>Problem solving (Execute and follow-up);</i></p> <p>d) <i>Innovative (create ways to solve problems).</i></p> <p>3.3 Customer's complaint is met to customer satisfaction, or promptly referred to more experienced staff</p> <p><i>[Range of behaviours includes but not limited to:</i></p> <p>a) <i>demonstrating culturally appropriate mannerisms (including the use of the correct form of the Tongan language for the three lexical levels Tui, Hou'eiki, and Kakai) and in accordance with workplace requirements;</i></p> <p>b) <i>being respectful and courteous;</i></p> <p>c) <i>being empathetic and understanding</i></p> <p>d) <i>use of either Tongan or English.]</i></p>
<p>Learning Outcome 4 (LO4)</p>	<p>Apply communication skills to provide sales and service opportunities to customers</p>
<p>Performance standards</p>	<p>4.1 Customer verbal and non-verbal communication signals relevant to a sales and/or service situation are identified;</p>

	<p>4.2 Customer verbal and non-verbal communication signals are described in terms of their impact on providing sales and/or service opportunities;</p> <p>4.3 Customer service staff's verbal and non-verbal communication signals are identified;</p> <p>4.4 The impact of verbal and non-verbal communication signals on sales and customer service delivery is described;</p> <p>4.5 Verbal and non-verbal communication skills are used consistent with the situation, context and establishment requirements.</p>
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skills and knowledge	<p>a) Customer service knowledge</p> <p>b) Health and safety knowledge</p> <p>c) Use of conventional information communication technologies such as Internet, computers and mobile devices, and social media.</p>
Assessment requirements	<p><u>Suggested methods of assessment:</u></p> <p>A range of assessment methods should be used to assess students' knowledge and application of skills. These include but not restricted to the following:</p> <ol style="list-style-type: none"> 1) <i>Written assessments</i> such as reports, portfolios, and examinations. These can be conducted either face-to-face or online. Examples include but not restricted to: written pen-and-paper tests and assignments, map creation on charts or canvas or online on Google maps, etc. 2) <i>Observation</i> – such as direct observation of students during a role-play, demonstrations, seminars, and work placement. 3) <i>Oral assessment</i> – as in one-on-one interview, seminar presentation 4) A combination of the above methods – e.g. oral questions during observations to verify evidences of assessment. <p><u>Context of assessment:</u></p> <ol style="list-style-type: none"> 1) To support student assessment, training providers are encouraged to make the necessary arrangements to involve key industry organisations such as the Ministry of Tourism, airlines and travel agents, hotels and guest houses, and other trusted licensed private hospitality, travel, and tourism businesses in the assessment of the required skills and knowledge. Such collaboration between provider institutions and the industry may include but not restricted to the following: <ol style="list-style-type: none"> a) Experts from the industry contributing to the design and implementation of the curriculum and assessment activities; b) Experts from the industry are engaged as trainers, assessors, or assessment moderators; c) Experts act as supervisors of students on workplace attachment.

	<p>d) Students are placed in relevant industry organizations for workplace attachment.</p> <p>2) To demonstrate the required competencies, candidates of assessment will need to demonstrate and apply their knowledge EITHER in the workplace OR in an environment that closely resembles the workplace, in relation to the learning outcomes:</p> <p>a) LO1: Describing customer service in both English and Tongan</p> <p>b) LO2: Providing customer service</p> <p>c) LO3: Responding to a customer complaint.</p> <p>d) LO4: Applying communication skills to provide sales and service opportunities to customers</p> <p>3) Each Learning outcome and associated performance standards must be demonstrated on at least TWO occasions. Sources of evidence need to be rich in nature to minimize error in judgment.</p> <p>4) A candidate of assessment must provide evidence to demonstrate his/her achievement of the Learning outcomes and performance standards.</p> <p><u>Re-assessment</u></p> <p>1) Candidates of assessment are eligible to three (3) attempts to achieve the required competency within 14 days of their first attempt:</p> <p>a) Feedback must be provided to the candidate and sufficient time provided to prepare for re-assessment.</p> <p>b) The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as the:</p> <p>(i) same competencies are being assessed;</p> <p>(ii) quality principles of assessment are adhered to.</p> <p>2) Failure to achieve the required competency after three (3) attempts on the assessment or specific part of the assessment will require the person studying this Unit to re-enrol for the same unit.</p>
<p>Moderation arrangements</p>	<p>Best practice in assessment involves both internal and external moderation processes.</p> <p>1) Training providers must have their own moderation system approved by TNQAB before accreditation is granted;</p> <p>a) Relevant internal moderation processes are documented;</p> <p>b) Assessment is planned for each unit, and moderation processes are integrated into such plan.</p> <p>2) External moderation is conducted by the National qualifications unit of TNQAB for all unit components of a national qualification.</p> <p>a) Samples of assessed activities are submitted for moderation;</p>

	<p>b) Moderation (external) forms are available on request from the National qualifications unit of TNQAB;</p> <p>3) Training providers are required to keep marked assessments in a safe place in case they are needed for moderation purposes.</p>
Resource requirements	<p>1) Computer with Internet access</p> <p>2) Standard classroom resources.</p> <p>3) Relevant readings and printed resources</p>
Requirements to complete this unit	<p>A person studying this unit is:</p> <p>1) Required to demonstrate all Learning outcomes to the expected standards of performance;</p> <p>2) Required to attain an <i>Achieved</i> grade (Competent) to fulfil the requirements of the Unit Standard;</p> <p>3) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt;</p> <p>4) Failure to achieve the required competency level after three (3) attempts will require the person studying this unit to re-enrol for the same unit</p>
Public comments on unit	<p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>