



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Monitor and maintain interactions NS011-04		
TQF Level:	4	Credits:	5
		Version:	1
National standard code:	NS011-04		
Associated qualification (and code):	National Certificate in Front Office Management Level 4 (QR-04-NQ-018-03-0903-18-01)		
Approval date:	9 April 2019	Review date:	9 April 2024
Purpose:	This unit standard contains a set of competencies for people working in a service delivery role. At the end of this unit, students will be able to monitor and maintain interactions to ensure service delivery outcomes are met.		
Learning Outcome 1 (LO1)	Monitor and maintain performance requirements to ensure service delivery outcomes are met.		
Performance standards	<p>1.1 Workplace performance requirements to meet service delivery outcomes are clarified with managers and staff in accordance with establishment requirements;</p> <p>1.2 Performance requirements are monitored (e.g. regularly checked, followed up, etc.) to ensure compliance with service delivery outcomes and any issues actioned in accordance with establishment requirements; and</p>		

	<p>1.3 Any non-performance against service delivery outcomes is reported to relevant authority in accordance with establishment requirements.</p>
<p>Learning Outcome 2 (LO2)</p>	<p>Monitor and maintain staff interactions with customers to ensure service delivery outcomes are met.</p> <p>[Note: Lecturers may need to refer to customer service learning outcomes 2 – 6 in the Level 3 competency unit <i>Interpersonal communication skills (Tongan and English) CS301</i> in the <i>National Certificate in Customer Service Level 3</i>, for further details regarding staff interactions with customers.]</p>
<p>Performance Standards</p>	<p>2.1 Staff interactions with customers are monitored to ensure service delivery outcomes are met in accordance with establishment requirements:</p> <ul style="list-style-type: none"> • Communications with customers are respectful; • Customers are appropriately acknowledged, and • Concerns are actioned. <p>[Refer to note above for further staff-customer interactions to be monitored]</p> <p>2.2 Advice on establishment facilities and/or services communicated to customers is monitored to ensure they are in accordance with establishment requirements:</p> <ul style="list-style-type: none"> • Current; • Correct; and • Meet(s) customer needs. <p>[Refer to note above for further staff-customer interactions to be monitored]</p> <p>2.3 Staff interactions with customers from other cultures are monitored and in accordance with establishment requirements:</p> <ul style="list-style-type: none"> • Information is given and requested in a way that is sensitive, respectful and non-intrusive; • Interactions are clear and concise, and • Meet(s) customer needs.
<p>Pre-requisites</p>	<p><i>National Certificate in Customer Service Level 3</i> or equivalent.</p>

Co-requisites	N/A
Underpinning skill and knowledge	<ul style="list-style-type: none"> • Customer service knowledge • Front office knowledge • Interpersonal skills
Suggested assessment methods	<ol style="list-style-type: none"> 1. Final Examination (40%). 2. Coursework (60%). Examples: <ul style="list-style-type: none"> ○ Mid-semester test ○ Role play – such as simulated environment ○ Chart/Poster making (e.g. OHS, Safety in the workplace, etc.) ○ Written assignments based on: <ul style="list-style-type: none"> ▪ Research of relevant literature; ▪ Critiquing practice (real life or video recorded scenarios); etc.
Resource requirements	<ol style="list-style-type: none"> 1. Standard classroom resources such as student desks and chairs, writing board, student notice board, projector; 2. Computers for staff and students; 3. Internet access to staff and students; 4. Library.
Moderation arrangements	<p>Provider Moderation processes, OR TNQAB Moderation processes:</p> <ul style="list-style-type: none"> • Pre-marking • Intra-marking • Post-marking
Requirements to complete this unit	Learners must achieve at least 50% in all coursework, and examinations.
Public comments on unit	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.