

	Unit ID: 103
Domain	OFFICE ADMINISTRATION
Title:	Process customer feedback as part of office procedures
Level: 2	Credits: 2

Purpose

This unit standard specifies the competencies required to process customer feedback as part of office procedures. It includes handling customer feedback and addressing customer complaints. It is intended for people who work in an office environment.

Special Notes

1. Entry information
Prerequisite:
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence is required of handling customer feedback, identifying and addressing customers' complaints.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which office administration operations are carried out.
4. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - Occupational Health and Safety Regulations No. 18, 1997
 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Handle customer feedback

Range

Customer feedback may be positive, for example compliments and expressions of appreciation or negative for example, formal or informal complaints.

Performance Criteria

- 1.1 Customer feedback is promptly recognised.
- 1.2 Customer feedback is handled in a positive and polite manner in line organisational procedures and requirements.
- 1.3 Information regarding problems and delays is promptly communicated to customers and followed up in line with organisational requirements.
- 1.4 Correspondence between customer and organisation is recorded.

Element 2: Address customer complaints

Performance Criteria

- 2.1 Customer complaints are identified.
- 2.2 Other products or services are suggested and offered to the customer to minimize potential loss.
- 2.3 Recommendations and referrals are undertaken according to organisational requirements.

Registration Data

Subfield:	Business Services
Date first registered:	28 September 2006
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Anticipated review:	2011
Body responsible for review:	Namibia Training Authority