

	Unit ID: 1161
Domain	CRANE OPERATION - CORE
Title:	Establish and maintain customer relations as part of crane operations
Level: 2	Credits: 2

Purpose

This unit standard is intended for those who carry out crane operations. People holding credit for this unit standard are able to: Identify customer needs and expectations; communicate with customers; recognise customer feedback and take appropriate action; and keep records.

Special Notes

1. Assessment evidence may be collected from a real workplace or a simulated workplace in which crane operations are carried out.
2. This unit standard is to be assessed in the context of crane operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Regulations and legislation, including subsequent amendments, relevant to this unit standard may include but are not limited to the following:
 - Labour Act, No. 11 of 2007
 - Regulations relating to the Health and Safety of employees at work, 1997 and all industry specific regulations, legislations, code of practice, or code of conduct.

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: Identify customer needs and expectations

Performance Criteria

- 1.1 Customer needs are identified.
- 1.2 Action is taken to meet customer needs in line with workplace requirements.
- 1.3 Customer needs outside own scope of responsibility are identified and referred to appropriate personnel in line with workplace requirements.

Element 2: Communicate with customers

Range

Types of customer may include but is not limited to male and female adults, children, traditional leaders, role players in the community, political leaders or church leaders.

Performance Criteria

- 2.1 Polite and friendly means of communication are demonstrated.
- 2.2 Considerations regarding the communication with different types of customers are explained.

Element 3: Recognise customer feedback and take appropriate action

Performance Criteria

- 3.1 Feedback is handled promptly, positively, sensitively and politely.
- 3.2 Appropriate language is used when handling complaints.
- 3.3 Customer complaints are resolved within own scope of responsibility.
- 3.4 Complaints outside own scope of responsibility are referred to appropriate personnel in line with workplace requirements.

Element 4: Keep records

Performance Criteria

- 4.1 Accurate customer records including complaints are maintained according to workplace requirements.
- 4.2 Records are filed in a safe and secure manner in line with workplace requirements.
- 4.3 Feedback to customer and appropriate personnel is given in line with workplace requirements.

Registration Data

Subfield:	Lifting, shifting, securing loads
Date first registered:	27 March 2013
Date this version registered:	27 March 2013
Anticipated review:	2016
Body responsible for review:	Namibia Training Authority