

Domain	OFFICE ADMINISTRATION	Unit ID: 123
Title:	Monitor customer services as part of office procedures	
Level: 4		Credits: 4

Purpose

This unit standard specifies the competencies required to monitor customer services as part of office procedures. It includes identifying customer needs, monitoring customer services and identifying trends in customer needs. This unit standard 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 identifying customer needs, preparing and presenting regular reports to respective clients and improving the effectiveness of customer services.
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: Identify customer needs

Performance Criteria

- 1.1 Customers are identified.
- 1.2 Needs and expectations of customers are understood and assessed.
- 1.3 Solutions to identified needs are determined and implemented.
- 1.4 Possible problems are identified.

Element 2: Monitor customer services

Performance Criteria

- 2.1 Customer services are monitored to ensure customer satisfaction.
- 2.2 Resource allocation for customer services is monitored.
- 2.3 Regular reports are prepared and presented to respective person.

Element 3: Identify trends in customer needs

Performance Criteria

- 3.1 Changes in customer needs are analysed.
- 3.2 Trends are identified.
- 3.3 Options for upgrading resources are explored.
- 3.4 Options to improve customer services are explored.
- 3.5 Effectiveness of customer service is evaluated and reported.

Registration Data

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