

Title	Exhibit customer service skills in electrical appliance servicing		
Level	3	Credits	3

Purpose	<p>This unit standard covers customer service skills for electrical technicians and service persons.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – process customer requests for servicing of electrical appliances; – identify and explain factors relevant to preparing estimates and assessing viability of repair of electrical appliances; – care for electrical appliances during servicing; and – care for customers and their premises during servicing of electrical appliances.
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Classification	Electrical Engineering > Electrical Appliance Servicing
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Available grade	Achieved
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Guidance Information

- 1 This unit standard has been developed for learning and assessment off-job.
- 2 References
 Consumer Guarantees Act 1993;
 Fair Trading Act 1986;
 Health and Safety in Employment Act 1992, and associated regulations;
 and all subsequent amendments and replacements.
- 3 Definition
Electrical technicians and service persons – for the purposes of this unit standard means, people who hold or who are working towards electrical registration as an Electrical Service Technician, Electrical Appliance Serviceperson (endorsed to disconnect and connect), or Electrical Appliance Serviceperson.

Outcomes and performance criteria

Outcome 1

Process customer requests for servicing of electrical appliances.

Performance criteria

- 1.1 Customers are greeted in person or by telephone, and details recorded in accordance with company practice.
- Range typical details – name, address, contact number, appliance type, brand if available, estimate of age of appliance, any trouble symptoms if available, access problems, convenient times to call for servicing, pick-up and delivery, requirement for repair estimate or quotation, GST exclusive or inclusive.
- 1.2 Servicing documentation is completed in accordance with company practice.
- Range documentation – job cards, parts order forms, warranty forms, productivity sheets, time sheets, receipts; documentation may be computer based or hard copy.
- 1.3 Writing is legible and can be understood by others involved in the process.

Outcome 2

Identify and explain factors relevant to preparing estimates and assessing viability of repair of electrical appliances.

Performance criteria

- 2.1 Identify and explain factors contributing to estimation of repair costs.
- Range contributing factors – parts, time, labour rates, overheads, GST, sundry charges, company specific charges, freight, travelling cost, pick up and delivery charges.
- 2.2 Identify and explain factors contributing to commercial viability of repair.
- Range factors – availability of service information and replacement parts, overall cost of repair, reliability of repaired appliance, age of existing appliance, intended use of repaired appliance, price of new appliance, legislative requirements.

Outcome 3

Care for electrical appliances during servicing.

Performance criteria

- 3.1 Existing damage to appliances is identified and noted in accordance with company practice.
- 3.2 Detachable appliance accessories are identified and noted in accordance with company practice.

- 3.3 Handling, transportation, and storage of appliances are without loss or damage, and conform to company practice.
- 3.4 Appliance care meets customers' expectations.

Outcome 4

Care for customers and their premises during servicing of electrical appliances.

Performance criteria

- 4.1 Attendance at customers' premises is arranged in advance and is at agreed time.
- 4.2 Clothing and footwear are worn in accordance with company policy.
- 4.3 Floor coverings, furniture, and other assets are not damaged during servicing.
- 4.4 Customers are kept informed of progress, and advice regarding appliance operation is given where appropriate.
- 4.5 All traces of servicing and repair work are removed and premises are left in original state of cleanliness and tidiness.
- 4.6 Care of premises meets customers' expectations.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 January 2001	31 December 2013
Revision	2	3 April 2001	31 December 2013
Review	3	20 June 2006	31 December 2022
Rollover and Revision	4	20 September 2012	31 December 2022
Revision	5	15 January 2014	31 December 2022
Review	6	28 January 2021	31 December 2022

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.