

Title	Provide customer service in construction related work		
Level	3	Credits	5

Purpose	<p>A person credited with this standard can:</p> <ul style="list-style-type: none"> • make initial contact with a customer; • provide information to a customer about work in progress; and • respond to a customer concern.
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Classification	Construction > Core Planning and Construction
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Available grade	Achieved
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Guidance Information

1 Assessment

This unit standard must be assessed under the supervision of a commercially competent practitioner in construction related workplace conditions that reflect:

- current health, safety, industry, and workplace requirements; and
- industry requirements for commercially acceptable timeframes.

Evidence generated for assessment against this standard must be verified by a person with current knowledge of workplace requirements for customer service in a construction related trade who has had the opportunity to regularly observe the candidate in the workplace.

2 Definitions

Construction related work is any work carried out on-site or off-site by a tradesperson for a customer and may include glazing, joinery, flooring, painting and decorating, tiling and other trades.

Worksite requirements refer to instructions to staff on policy and procedures which are documented in manual format and are available in the workplace. These requirements include – company specifications and procedures, work instructions, manufacturer's specifications, product quality specifications, legislative requirements.

3 Personal hygiene and grooming must meet worksite requirements, including those for cleanliness, dress, and personal protective equipment.

Outcomes and performance criteria

Outcome 1

Make initial contact with a customer.

Performance criteria

- 1.1 Undertake an initial contact and communicate with a customer to determine their requirements.
- Range initial contact includes – welcoming phrase, provision of required information, commitment to action, referral if required; communication includes but is not limited to – active listening, appropriate language, selection and explanation of technical terminology.
- 1.2 Confirm customer requirements with the customer.
- 1.3 Provide the customer with relevant procedural information.
- Range workplace policies and procedures, steps to be followed to meet identified needs, customer liaison and administrative procedures.
- 1.4 Record information gained from the initial contact.
- Range details of goods or service required, use of correct technical terminology, selection and completion of documentation and/or electronic record.

Outcome 2

Provide information to a customer about work in progress.

Performance criteria

- 2.1 Provide the customer with information about work progress reports.
- Range method of reporting, schedule for reporting, information to be reported, explanation of industry terminology involved.
- 2.2 Provide agreed information to the customer about work progress as the work progresses.

Outcome 3

Respond to a customer concern.

Performance criteria

- 3.1 Acknowledge a customer concern.
- Range timely acknowledgement, courtesy, appropriate language use and explanation of technical terminology.
- 3.2 Determine the worksite requirements for addressing the concern.
- Range one of – refer, remedy.

- 3.3 Where a concern is to be referred, determine the referral path and undertake referral procedures.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 September 2002	31 December 2013
Review	2	28 June 2005	31 December 2013
Review	3	21 November 2008	31 December 2017
Review	4	18 June 2015	31 December 2024
Review	5	24 November 2022	N/A

Consent and Moderation Requirements (CMR) reference	0048
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Waihanga Ara Rau Construction and Infrastructure Workforce Development Council at qualifications@waihangaararau.nz if you wish to suggest changes to the content of this unit standard.