

Title	Apply customer engagement principles and techniques in a telecommunications environment		
Level	4	Credits	10

Purpose	<p>This standard is intended for technicians who work on complex telecommunications networks.</p> <p>People credited with this unit standard are able to apply customer engagement principles and techniques in a telecommunications environment.</p>
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Classification	Telecommunications > Telecommunications - Service Delivery
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Available grade	Achieved
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Guidance Information

- 1 Learning and assessment within this unit standard must be carried out in accordance with the following legislation, guidelines, and codes of practice, as relevant to role, and any subsequent amendments:
 - New Zealand Telecommunications Forum Inc., Customer Complaints Code, available from <https://www.tcf.org.nz/industry/resources/publications/industry-standards-guides/>;
 - Health and Safety at Work Act 2015;
 - Privacy Act 1993;
 - Resource Management Act 1991;
 - Telecommunications Act 2001, all available from <http://legislation.govt.nz/>.

- 2 Definitions

Complex refers to three or more components and/or services used together in networks or enterprise solution systems.

Customer refers to internal and external customers to the organisation and may include but are not limited to vendors/suppliers, business partners, the public, government, service providers, team members, network owners.

Customer engagement may include but is not limited to – request for information, requests for action, technical fault repairs, complaints; *principles* may include but are not limited to – active listening, taking notes, paraphrasing information, seeking additional information, feedback, plan(s) of action, follow-up, progress reports.

Ethical behaviour refers to rules or standards governing the conduct of employees within an organisation, which when followed promote values such as trust, good behaviour, fairness, and kindness.

Industry practice refers to practices that competent technicians within the industry recognise as current industry best practice.

- 3 For the purpose of this unit standard, assessment can take place in a core network, access network, or wireless technology telecommunications environment.
- 4 Range
Evidence of three customer engagement situations is required.

Outcomes and performance criteria

Outcome 1

Apply customer engagement principles and techniques in a telecommunications environment.

Performance criteria

- 1.1 Customer engagement principles and techniques are employed in terms of actions to address customer tensions.
- 1.2 Customer communication plan is distributed to relevant personnel and actioned in accordance with customer engagement principles and techniques.
- 1.3 Negotiation techniques are employed in terms of managing customer expectations; and developing, presenting, and seeking customer agreement to submit a proposal.
- 1.4 Ethical behaviour is employed during customer engagement in accordance with industry practice.
- 1.5 Customer information and documentation is collected and maintained in accordance with reporting requirements and the Privacy Act.
- 1.6 Customer engagement issues that require escalation are actioned in accordance with industry code and guidelines.
- 1.7 Customer complaints process is followed in terms of timelines and follow up.
- 1.8 Written information is communicated to relevant personnel in accordance with customer engagement principles and techniques.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 May 2019	N/A

Consent and Moderation Requirements (CMR) reference	0101
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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 Connexis Infrastructure ITO qualifications@connexis.org.nz if you wish to suggest changes to the content of this unit standard.