

Title	Respond orally to customer enquiries		
Level	1	Credits	2

Purpose	<p>This unit standard is for those people working, or intending to work, in industries where customer contact is required.</p> <p>People credited with this unit standard are able to respond orally to customer enquiries.</p>
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Classification	Core Generic > Work and Study Skills
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Available grade	Achieved
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Guidance Information

- 1 Assessment can occur in a workplace or in a training or educational establishment, provided that workplace conditions are closely simulated, for example, in a model office, salon or workshop.
- 2 Definitions

Customer refers to both internal and external customers and refers to the recipient of goods and/or services.

Customer enquiries refer to requests for – help, information, orders.

Oral can refer to other language or assistive communication.

Respond to may include dealing with the situation oneself or referring to another person.

Workplace refers to a place of paid or voluntary employment.

Workplace requirements are documented policies and procedures or established protocols for workplace performance.
- 3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard:

Privacy Act 2020
 Health and Safety at Work Act 2015
 Human Rights Act 1993.
- 4 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

Outcomes and performance criteria

Outcome 1

Respond orally to customer enquiries.

Range face-to-face, by phone;
face-to-face can include digital communication;
by phone – real-time oral conversations without visual contact;
two separate occasions for each of face-to-face and by phone.

Performance criteria

- 1.1 Communication is demonstrated in accordance with workplace requirements.
- 1.2 Customer enquiries are responded to in accordance with workplace requirements.

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Status information and last date for assessment for superseded versions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	16 June 1993	31 December 2014
Review	2	25 October 1995	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	9 May 2002	31 December 2014
Revision	5	12 September 2002	31 December 2014
Review	6	16 July 2010	31 December 2015
Review	7	17 July 2014	31 December 2017
Review	8	17 September 2015	31 December 2019
Review	9	25 January 2018	N/A
Review	10	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0113
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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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.