

**THE  
GET  
GROUP**



Kia hāpai ngā rangatahi o Aotearoa  
HELPING YOUTH THRIVE IN NEW ZEALAND

# Individual Assessment Standard

## LEVEL 2

## Unit Standard 57

**Provide customer service**

Level 2 / Credits 2 / Version 11

Learner Name: \_\_\_\_\_

School/Workplace: \_\_\_\_\_

Date: \_\_\_\_\_

[www.thegetgroup.co.nz](http://www.thegetgroup.co.nz)

LEARNER ASSESSMENT ONLY



# Assessment Overview

## Delivery and Assessment Conditions

- Delivery and assessment are undertaken remotely by The GET Group through supported remote learning and supervised assessment.
- This resource provides information on all the required evidence for the unit standard.
- Learner information and results are collected by The GET Group and reported to the school to enter onto their internal LMS using The GET Group provider code.
- Schools may result through their own provider code if they have consent to assess through the standard setting body.
- Learner assessments may be used for internal or external moderation and passed onto third party moderators for this purpose.

## Notes for the Learner

- This is an open book assessment, and all questions must be answered to successfully complete the standard.
- Please read each question carefully, answer it to the best of your ability and in your own words. Avoid using one-word answers unless you are asked to use bullet points.
- Ensure your answers are in blue or black pen and can be clearly understood.
- Where necessary and practicable for the purposes of the unit standard requirements, you may be required to provide video evidence to The GET Group for an assessment.

## Learner Resubmissions

- The GET Group aims to provide you with the relevant resources, training and support to gain **comprehension and understanding** of the topic. We aim to get you ready for assessment and able to meet the requirements of the standard at the appropriate level on the New Zealand Qualifications Framework.
- You will be given up to **three opportunities** to complete the assessment tasks to meet the expected standard.
  - ☐ If you are unable to meet the standard on your first or second attempt, your remote GET Group Assessor will inform you of the decision and give you guidance on areas you can improve.
  - ☐ If you do not meet the requirements of the assessment on your third attempt, you will receive a **Not Yet Achieved** result.
  - ☐ If you do not agree with the final assessment decision you can appeal the decision with The GET Group and request an alternative assessor to review your work.
  - ☐ If the alternative assessor agrees with the decision, the original decision will stand.

*Please refer to The GET Group Code of Conduct on our website for further information regarding our ethical standards, staff standards, behavioural procedures, health and safety and complaints processes.*

## LEARNER DECLARATION

I confirm that I have read and understood the conditions of this assessment, and I have had the opportunity to get clarification from my Assessor. I confirm that all work completed in this assessment will be my own, and I will produce it without help from anyone else. I confirm that the process by which I can seek a review of my marked work has been outlined to me.

Learner signature: \_\_\_\_\_

Date: \_\_\_\_\_

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<b>Title</b>	<b>Provide customer service</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	This unit standard is for people entering, or employed in, the service sector who would like to build their customer service skills. People credited with this unit standard are able to: describe customer service; provide customer service; and respond to a customer complaint.
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism, but the candidate must be under time pressure.
- 2 *Definitions* Customer service refers to any action taken to meet customer needs and expectations in relation to the provision of goods or services. Workplace refers to a place of paid or voluntary employment. Workplace requirements refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.
- 3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard: Health and Safety at Work Act 2015 Human Rights Act 1993 Privacy Act 2020
- 4 All assessment tasks must be carried out in accordance with workplace requirements.

### Outcomes and performance criteria

#### Outcome 1 - Describe Customer Service

##### Performance criteria

1.1 Customer service is described in terms of its significance to an organisation.

*Range profit, customer satisfaction, reputation, customer loyalty, customer feedback.*

1.2 Interpersonal factors are described in terms of their influence on customer service.

*Range may include but is not limited to – personal presentation, attitude, motivation, interest, responsiveness, body language, communication.*

#### Outcome 2 - Provide customer service.

##### Performance criteria

2.1 Customer is greeted.

*Range includes but is not limited to – smile, polite language, greeting, promptness, personal presentation.*

2.2 Skills for customer service are demonstrated.

*Range includes – questioning, clarifying, reflective listening.*

2.3 Ability to maintain customer service level when dealing with several demands at one time is demonstrated.

2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced staff.

#### Outcome 3 - Respond to a customer complaint.

##### Performance criteria

3.1 The nature of the customers' complaint is identified.

3.2 Skills for handling customer complaints are demonstrated.

*Range may include but is not limited to – active listening, open questioning, follow-up.*

3.3 Customer's complaint is met to customer satisfaction or customer is referred to more experienced staff.



# Assessment Questions

1. Explain how customer service impacts on the following aspects of an organisation. (pc 1.1)

## Profit:

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## Customer Satisfaction:

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## Reputation:

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## Customer Loyalty:

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## Customer Feedback:

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2. Explain how the following interpersonal factors of employees can have an impact on customer service. (pc 1.2)

**Personal Presentation:**

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**Attitude:**

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**Motivation:**

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**Interest:**

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**Responsiveness:**

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**Body Language:**

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**Communication:**

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## Practical Application

To complete the assessment, you are required to provide customer service in two different contexts;

- **Provide customer service** face-to-face or digital/phone.
- **Respond to a customer complaint** face-to-face or digital/phone.

**Assessment can occur in a workplace or in a simulated environment, provided the workplace conditions are closely simulated.**

### YOU WILL NEED TO PROVIDE EVIDENCE OF THE TWO CUSTOMER INTERACTIONS:

**You can either:**

- Provide a **video of yourself** providing customer service in two different contexts either in a real-life workplace or in a simulated environment. Send the video to your GET Group Tutor as evidence of your participation.

**OR**

- Ask your teacher/manager **to observe you** providing customer service in two different contexts either in a real-life workplace or in a simulated environment. Your teacher/manager will need to complete the attached Observation Form to provide evidence to your GET Group Tutor.

**During the two customer interactions you will be assessed on the following.**

#### **Provide customer service.**

- You greet the customer appropriately including; smiling, polite language, greeting, promptness, personal presentation.
- You demonstrate customer service skills such as; questioning, clarifying, reflective listening.
- You demonstrate an ability to maintain good customer service when dealing with several demands at one time is demonstrated. (*introduce distractions into a simulated scenario*)
- You are able to meet the customers' requirements to their satisfaction, or the customer is referred to more experienced staff.
- You are able to work within the workplace policies and procedures for customer service.

#### **Respond to a customer complaint.**

- You are able to identify the nature of the complaint and reflect this back to the customer.
- You demonstrate customer service skills appropriate for handling a complaint such as active listening, open questioning, follow-up.
- You are able to meet the customers' requirements to their satisfaction, or the customer is referred to more experienced staff.
- You are able to work within the workplace policies and procedures for customer service and dealing with complaints.

**You can use the following scenarios, a real-life situation or you can create your own scenarios.**



## Example Simulation Scenarios

### Activity 1: Provide Customer Service

#### Scenario 1: Retail Customer Service

**Customer:** Approaches the counter with a query about a product. They appear unsure about the product's features and suitability for their needs.

**Distraction:** A colleague urgently needs assistance with a customer complaint at another register.

**TOP TIP:** Use the workplace customer service policy included in the learning material as a guide to manage the customer enquiry.

OR

#### Scenario 2: Call Centre Customer Service

**Customer:** Calls to inquire about a recent order. They are experiencing difficulty tracking the order and are becoming increasingly frustrated.

**Distraction:** A system outage occurs, impacting the ability to access customer information.

**TOP TIP:** Use the workplace customer service policy included in the learning material as a guide to manage the customer enquiry.

### Activity 2: Respond to a Customer Complaint

#### Scenario 1: Retail Environment

**Customer:** Approaches the customer service desk visibly upset about a faulty product purchased the previous day.

**TOP TIP:** Use the workplace customer service policy included in the learning material as a guide to manage the customer complaint.

OR

#### Scenario 2: Call Centre Environment

**Customer:** Calls to complain about a delayed delivery and is demanding a refund.

**TOP TIP:** Use the workplace customer service policy included in the learning material as a guide to manage the customer complaint.

These scenarios will allow the assessor to observe the candidate's ability to handle customer interactions, prioritize tasks, handle customer complaints, follow workplace procedures and maintain a high level of customer service even under pressure.



# Learner Observations: Unit Standard 57

*This form is to be completed by an industry expert/approved assessor to confirm the learner has met the evidence requirements for the unit standard.*

UNIT STANDARD No: 57 – Version 11

LEVEL: 2 / CREDITS: 3

UNIT STANDARD TITLE: Provide Customer Service

## EVIDENCE FOR LEARNING OUTCOMES

I have observed the learner **providing customer service** in accordance with the requirements of the unit standard in either;

- ☐ A real-life context using naturally occurring evidence
- ☐ A realistic simulated environment relevant to the candidate which requires performance equivalent to the real-life context

Assessment date:

## Guidance Notes:

1. This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism, but the candidate must be under time pressure.
2. *Customer service* refers to any action taken to meet customer needs and expectations in relation to provision of goods or services.  
*Workplace* refers to a place of paid or voluntary employment.  
*Workplace requirements* refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.
3. All assessment tasks are to be carried out in accordance with workplace requirements.

Learning Outcome 2: Provide customer service	Assessor Notes/Comments
<p><b>PC 2.1 Customer is greeted.</b> <b>Please tick those which apply.</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> The learner followed the workplace requirements for customer service standards.</li><li><input type="checkbox"/> The learner smiled and responded in a timely manner to the customer.</li><li><input type="checkbox"/> The learner was professional and courteous.</li><li><input type="checkbox"/> The learner communicated clearly and concisely.</li><li><input type="checkbox"/> The learner had a positive tone.</li><li><input type="checkbox"/> The learner used good body language and was presented appropriately.</li></ul> <p><i>Please make comment/notes regarding how the learner greeted customers.</i></p> <p><b>PC 2.2 Skills for customer service are demonstrated.</b> <b>Please tick those which apply.</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> The learner used appropriate questions for the interaction.</li><li><input type="checkbox"/> The learner clarified what the customer was saying.</li></ul>	





- ☐ The learner used reflective and active listening skills.
- ☐ The learner went 'the extra mile'.
- ☐ The learner had a good knowledge base of the product/service.

Please make comment/notes regarding the learner's customer service skills.

**PC 2.3 Ability to maintain customer service level when dealing with several demands at one time is demonstrated.**

Please tick those which apply.

- ☐ The learner was able to manage distractions appropriately.
- ☐ The learner was able to problem solve.

Please make comment/notes regarding the learner's ability to manage distractions and demands.

**PC 2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced staff.**

Please tick those which apply.

- ☐ The learner met the customers' requirements
- ☐ The learner knew when/how to escalate the issue.

Please make comment/notes regarding the learner's ability to meet customer expectations and escalations when required.

**Learning Outcome 3: Respond to a customer complaint.**

**Assessor Notes/Comments**

**PC 3.1 The nature of customer's complaint is identified.**

- ☐ The learner followed the workplace requirements for dealing with customer complaints.
- ☐ The learner reflected to the customer what the complaint was about.

Please make comment/notes regarding how the learner identified the nature of the complaint.

**PC 3.2 Skills for handling customer's complaint are demonstrated.**

- ☐ The learner used active listening skills.
- ☐ The learner used open questions to gain more understanding.
- ☐ The learner was able to problem solve.
- ☐ The learner ensured the customers' needs were met.



- ☐ The learner followed up at the end of the interaction to ensure the customer was satisfied with the outcome.

Please make comment/notes regarding the learner's skills handling customer complaints.

**PC 3.3 Customer's complaint is met to customer satisfaction or customer is referred to more experienced staff.**

- ☐ The learner met the customers' requirements
- ☐ The learner knew when/how to escalate the issue

Please make comment/notes regarding the learner's ability to meet customer expectations and escalations when required.

#### Further Evidence

Please note the further evidence required (if applicable)

- ☐ **COMPETENT.** The learner has met the requirements of the practical assessment.
- ☐ **NOT YET COMPETENT.** Further evidence is required for the practical assessment.

#### TO BE SIGNED AFTER THE PRACTICAL ASSESSMENT & OBSERVATIONS ARE COMPLETED.

I declare that the practical assessment for this unit standard has been completed by the learner which demonstrates their understanding of the unit standard requirements. This concludes the practical requirements for this unit standard.

Full Name of Observer: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

# ASSESSMENT RESULTS FORM



## Individual Unit Standard 57 – Level 2

Learner name: .....

School/Agency: .....

Learner NZQA NSN: ..... Date of Birth: .....

### LEARNER DECLARATION: to be signed on completion.

I declare that the evidence provided is my own work and I have completed it to the best of my ability.

Learner signature: ..... Date: .....

### GET Group USE ONLY: Assessor complete.

#### Feedback/Resubmission Requirements (if any)

Resubmission Required? (please specify if required)

☐ Yes

☐ No

Reassessments Date: ..... Assessment Completion Date: .....  
(if applicable)

Level	US	Description	Credits	Version
1	57	Provide Customer Service	2	11
Result 57:		Achieved / Not Yet Achieved		

### ASSESSOR DECLARATION

The Learner named above has achieved competence in the specified unit standards.

Assessor name: .....

Assessor Signature: ..... Date: .....