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Skills for Employment Investment Program (SEIP)

ASSESSMENT TOOL FOR PROFESSIONAL CUSTOMER SERVICE (IT SECTOR)

**Finance Division, Ministry of Finance
Government of the People's Republic of Bangladesh**

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PART A – THE ASSESSOR

Instructions to Assessor

Assessment is the process of identifying a candidate's skills and knowledge set against the industry established standards in the workplace. It requires the candidate to consistently and over time demonstrate skills, knowledge and attitude that enable confident completion of workplace tasks in a variety of situations.

In judging assessment evidence, the assessor must ensure that the evidence is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the endorsed competency standard)
- reliable (show that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of work covered by the endorsed unit of competency)
- sufficient (covers the full range of elements in the relevant unit of competency)

There are a number of assessment methods that may be employed including but not limited to:

- written examination
- oral questioning
- practical demonstration

A single unit of competency may be assessed or a group of units of competency may be assessed, either in an actual workplace or a simulated workplace environment.

Conducting Assessment

Prior to commencement of assessment, candidates must have the tasks clearly explained to them. Also, the assessor should provide candidates with clear advice and information about the:

- date, time and place for assessment
- structure of assessment
- number of times performance must be demonstrated or observed
- amount or type of assistance candidates can expect
- assessment environment
- resources required for assessment
- performance standards or benchmarks relevant to the qualification

As well as informing the candidate of what they will be required to do during the assessment, the assessor will also need to explain what evidence they will need to provide in response to the various assessment tasks.

If a candidate is required to submit evidence, any explanation must include specific guidance on:

- what to include as evidence
- how to present the evidence
- how to submit the evidence and to whom

Assessing Competence

Competency-based assessment does not award grades, but simply identifies if the candidate has the skills, knowledge and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency an assessor has two possible results (assessment decisions) that can be awarded:

- Competent (C)
- Not Yet Competent (NYC)

Competent (C)

If the candidate is able to successfully answer and demonstrate what is required to the expected standard of the assessment criteria, they will be deemed as 'Competent'.

The assessor will award 'Competent' if they feel the candidate has the necessary skills, knowledge and attitudes in all assessment tasks for a given package.

Not Yet Competent (NYC)

If the candidate is unable to answer and demonstrate competency to the expected standard, they will be deemed to be 'Not Yet Competent'.

This does not mean the candidate will need to complete all the assessment tasks again. When applying for reassessment, the focus will be on the specific assessment tasks that were not performed to the required standard.

The candidate may be required to:

- (a) undertake further training or instruction
- (b) undertake the specific assessment task again until they are deemed to be competent

Recording Assessment Information

When all assessment tasks are concluded, the evidence summary sheet should be completed, signed by all parties, and any outstanding activities or issues actioned.

The assessor should ensure that all appropriate forms are completed and signed by all parties.

CHECKLIST FOR ASSESSOR		
Prior to the assessment I have:	Tick (✓)	Remarks
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the assessment criteria to be assessed, assessment plan and evidence plan.		
Reviewed the assessment criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Collected the admission slips.		
Put candidates at ease by being friendly and helpful.		
Checked completed self-assessment guide.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and the assessment procedure.		
Provided candidates with an overview of the assessment criteria to be used.		
Gave specific and clear instructions to the candidates.		
Observed carefully the specified time limits provided in the assessment package.		
Stayed at the assessment area during the entire duration of the assessment activity.		
Ensured notes are made on unusual conditions or situations during the assessment and include these in the report.		
Did not provide any assistance during the assessment or indicated in any way whether the candidate is or is not performing the activity correctly (intervened only for health and safety reasons).		

Implemented the evidence gathering process and ensured its validity, reliability, fairness and flexibility.		
Collected appropriate evidence and matched relevance to the elements, performance criteria, range of variables and evidence guide in the relevant units of competency.		
Explained the results reporting procedure to the candidate.		
Encouraged candidates to seek clarifications if in doubt about the pre- and post-assessment activity procedures.		
Asked candidates for feedback on the assessment.		
Explained legal, health and safety, and ethical issues, if applicable.		
After the assessment I have:		
<p>Provided feedback on the assessment decision. This includes the following:</p> <ul style="list-style-type: none"> ▪ clear and constructive feedback on the assessment decision ▪ information on ways of addressing any identified gaps in competency revealed by the assessment ▪ opportunity to discuss the assessment process and outcome ▪ information on reassessment process (if necessary) ▪ information on appeal (if necessary) 		
<p>Prepared the necessary assessment reports. This includes the following:</p> <ul style="list-style-type: none"> ▪ record the assessment decision using the prescribed rating sheet ▪ maintain records of the assessment procedures, evidence collected and assessment decision ▪ endorse assessment decision to BTEB ▪ prepare recommendations for the issuance of certificate 		
Thanked candidate for participating in the assessment.		

Assessment Evidence Guide

The purpose of assessment is to confirm that an individual can perform to the standards expected by in the workplace, as expressed in the competency standards.

To attain the certificate of **Professional Customer Service**, a candidate must demonstrate competent skill and knowledge in all the units of competency listed below. Upon successful completion of all assessment activities, a candidate shall be awarded with a certificate.

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-PCS-01-G	Carry out workplace interaction in English
SEIP-IT-PCS-02-G	Operate in a team environment
SEIP-IT-PCS-03-G	Make a presentation
SEIP-IT-PCS-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-PCS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-PCS-02-S	Type documents in Bangla and English
SEIP-IT-PCS-03-S	Use internet and social network
SEIP-IT-PCS-04-S	Comply with ethical standards in the workplace
SEIP-IT-PCS-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-PCS-01-O	Understand professional customer services (PCS)
SEIP-IT-PCS-02-O	Apply effective communication in the workplace
SEIP-IT-PCS-03-O	Apply contact centre management techniques
SEIP-IT-PCS-04-O	Interpret international BPO services
SEIP-IT-PCS-05-O	Use contact centre software in BPO operations
SEIP-IT-PCS-06-O	Comply with service quality requirement

Assessment Evidence Plan

An assessment evidence plan is a document that assists in establishing what evidence needs to be collected by the assessor to ensure that the candidate meets all the appropriate requirements of the competency standard. It usually contains a record of:

- evidence requirements as set out in the competency standard
- who will collect the evidence
- time period needed to collect the evidence

Occupation:	Professional Customer Service					
Unit Name:	Carry out workplace interaction in English					
Unit Code:	SEIP-IT-PCS-01-G					
Assessment Method:	P	O	W			
	Performance <i>(including demonstration and observation)</i>	Oral questioning	Written examination <i>(including short-answer, multiple choice, and true or false questions)</i>			
Element	Performance Criteria			P	O	W
1. Interpret workplace communication and etiquette	1.1. Workplace codes of conduct are interpreted as per organisational guidelines.				√	
	1.2. Appropriate lines of communication are maintained with supervisors and colleagues.			√	√	
	1.3. Workplace interactions are conducted in a courteous manner to gather and convey information.			√	√	
	1.4. Workplace procedures and matters are comprehended.				√	
2. Read and understand workplace documents	2.1. Workplace documents are interpreted correctly.			√	√	
	2.2. Visual information/symbols/signage are understood correctly and followed.			√		√
	2.3. Specific and relevant information are accessed from appropriate sources.			√		√
	2.4. Appropriate medium is used to transfer information and ideas.			√	√	
3. Participate in workplace meetings and discussions	3.1. Team meetings are attended on time.				√	
	3.2. Meeting procedures and etiquette are followed.					√
	3.3. Active participation is ensured, opinions are expressed and heard.				√	
	3.4. Inputs are provided and interpreted in line with the meeting purpose.				√	
4. Practice professional ethics at work	4.1. Responsibilities as a team member are performed.			√		
	4.2. Tasks are performed in accordance with workplace procedures.			√		

	4.3. Confidentiality is maintained.	√		
	4.4. Inappropriate and conflicting situations are avoided.	√		

Occupation:	Professional Customer Service			
Unit Name:	Operate in a team environment			
Unit Code:	SEIP-IT-PCS-02-G			
Assessment Method:	P	O	W	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
Element	Performance Criteria	P	O	W
1. Identify team goals and work processes	1.1. Roles and objectives of the team are identified and interpreted.		√	
	1.2. Roles and responsibilities of team members are identified and interpreted.		√	
2. Identify own role and responsibilities within team	2.1. Personal role and responsibilities are identified within the team environment.		√	
	2.2. Reporting relationships are interpreted within team and external to team.		√	
3. Communicate and co-operate with team members	3.1. Other teammates' tasks are identified and support provided when necessary.	√	√	
	3.2. The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	√		√
	3.3. Views and opinions of other team members are interpreted and respected.	√	√	
4. Practice problem solving within the team	4.1. Problems faced at the individual and team level are identified and showed insight into the root-causes of the problems.		√	
	4.2. A range of solutions and courses of action are identified together with benefits, costs, and risks associated with each.		√	
	4.3. The good ideas of others to help develop solutions are recognised and advice sought from those who have solved similar problems.		√	
	4.4. It is looked beyond the obvious and not stopped at the first answers.		√	

Occupation:	Professional Customer Service			
Unit Name:	Make a presentation			
Unit Code:	SEIP-IT-PCS-03-G			

Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Prepare written presentation	1.1. Personal written presentation matters and requirements are identified.		√			
	1.2. Standard resume writing techniques are identified and applied.		√			
	1.3. Standard cover letter points are clearly explained and utilised.				√	
	1.4. Portfolio is created on professional social media.		√			
2. Identify interview techniques	2.1. Types of interviews are identified and explained.		√			
	2.2. Interview techniques are identified and described.		√			
	2.3. Steps to prepare for interview are identified and employed.				√	
	2.4. Interview phases are identified and recognised.				√	
3. Prepare official presentation	3.1. Presentation media is identified.		√			
	3.2. Presentation plan is outlined.		√			
	3.3. Presentation is prepared.	√				

Occupation:	Professional Customer Service					
Unit Name:	Apply basic IT skills					
Unit Code:	SEIP-IT-PCS-04-G					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Identify and use most commonly used IT tools	1.1. History of information technology (IT) is identified and summarised.		√			
	1.2. Commonly used IT tools are identified and described.		√			
2. Comprehend use of computer	2.1. Basic parts of a computer are identified.	√				
	2.2. Turning on and off technique of a computer is performed.	√				
	2.3. Working environment, functions and features of operating system is interpreted.		√			
	2.4. Simple trouble-shooting techniques are applied.	√				

3. Work with word processing application	3.1. Word processing application appropriate to perform activity is operated.	√		
	3.2. Basic typing technique to document is applied.	√		
	3.3. Word processing techniques to document are employed.		√	
	3.4. Personal CV writing using suitable word processing technique is practiced.		√	
	3.5. Saving and retrieving technique of a document are used.		√	
4. Work with spread sheet	4.1. Spreadsheet working environment, functions and features are identified and interpreted.			√
	4.2. Data entry on spreadsheet appropriate to perform activity is performed.	√		
	4.3. Data manipulation techniques to spreadsheet are applied.	√		
	4.4. Spreadsheet document is created and saved.	√		
5. Access email and search the internet	5.1. Use of email account in online environment is explained.		√	
	5.2. Writing and sending workplace emails is completed.			√
	5.3. Different browsers to work online are identified and selected.		√	
	5.4. Browse different web portals and apply proper search techniques.	√		

Occupation:	Professional Customer Service					
Unit Name:	Apply occupational health and safety (OHS) in the workplace					
Unit Code:	SEIP-IT-PCS-01-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Identify OHS policies and procedures	1.1. OHS policies and safe operating procedures are interpreted.				√	
	1.2. Safety signs and symbols are identified and followed.			√		√
	1.3. Response, evacuation procedures and other contingency measures are interpreted correctly.			√		√
2. Apply personal health and safety practices	2.1. OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).			√	√	

	2.2. Common health issues are recognised.			√
	2.3. Common safety issues are identified.	√		
3. Report hazards and risks	3.1. Hazards and risks are identified.	√		
	3.2. Hazards and risks assessment and controls are interpreted.	√		
4. Respond to emergencies	4.1. Responded to alarms and warning devices.		√	
	4.2. Emergency response plans and procedures are responded to.		√	
	4.3. First aid procedures during emergency situations are identified.		√	

Occupation:	Professional Customer Service					
Unit Name:	Type documents in Bangla and English					
Unit Code:	SEIP-IT-PCS-02-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Install typing applications of Bangla and English	1.1. Typing applications in Bangla are identified and installed.		√			
	1.2. Typing applications in English are identified and installed.		√			
2. Perform typing in Bangla and English	2.1. Appropriate tools for typing are identified.		√			
	2.2. Appropriate keyboard layout for Bangla typing is selected.	√	√			
	2.3. Touch typing technique is used.	√				
	2.4. Typing Bangla and English with preferred tools is carried out.	√				
3. Type document using different styles and formats	3.1. Different style formats for typing documents are identified.		√			
	3.2. Different styles in typing document are applied to document.	√				
	3.3. Typed document is created and saved.	√				
4. Perform touch-typing	4.1. Error-free typing at a speed of 40–60 wpm in English is carried out.	√				
	4.2. Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	√				

Occupation:	Professional Customer Service					
Unit Name:	Use internet and social network					
Unit Code:	SEIP-IT-ITS-03-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Interpret internet and social network	1.1. The internet and how it works is explained.				√	
	1.2. Appropriate social networks are identified.					√
2. Use audio and video messaging applications	2.1. Audio and video equipment appropriate to work activity is identified.			√		
	2.2. Audio and video applications appropriate to work activity are identified.			√		
	2.3. Video conferencing with appropriate application is carried out.			√		
	2.4. Audio conferencing with appropriate application is carried out.			√		
3. Use social network	3.1. Account on social network is created.				√	
	3.2. Social network is used effectively.				√	

Occupation:	Professional Customer Service					
Unit Name:	Comply with ethical standards in the workplace					
Unit Code:	SEIP-IT-PCS-04-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Interpret the interests of clients	1.1. Client's view is interpreted and respected.			√		
	1.2. Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.			√		
	1.3. Potential conflicts of interests are identified and informed to proper authority.				√	
	2.1. Benchmark of product and service quality is identified.				√	

2. Deliver quality products and services	2.2. Necessity of quality product and service delivery is identified and followed.		√	
	2.3. Quality process for products and services is implemented.	√		
3. Apply professionalism at work	3.1. Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	√		
	3.2. Professional image in the workplace is maintained.	√		
	3.3. Negotiate effectively with clients.	√		
4. Comply with workplace code of conduct	4.1. IT security requirements are complied with.			√
	4.2. Workplace code of conduct is identified and interpreted.		√	
	4.3. Workplace code of conduct is followed as stated in company guidelines.	√		

Occupation:	Professional Customer Service					
Unit Name:	Acquire soft skills in customer service					
Unit Code:	SEIP-IT-PCS-05-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Understand customer service operations	1.1. Customer service operation is identified and interpreted.					√
	1.2. Duties of a customer service agent are identified.				√	
	1.3. Customer service skills are identified and defined.					√
2. Identify soft skills requirements in the workplace	2.1. Meaning of soft skills is clearly stated and key components are identified.				√	
	2.2. Soft skill requirements are recognised in the workplace with specific emphasis on situational requirements.				√	
3. Perform required gesture and posture during customer service.	3.1. Correct body language and posturing is employed during customer interactions interaction.			√		
	3.2. Do's and don'ts of body language and posture during customer service interaction are identified.					√

Occupation:	Professional Customer Service
Unit Name:	Understand professional customer service (PCS)

Unit Code:	SEIP-IT-PCS-01-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Illustrate concept of professional customer service (PCS)	1.1. Concept of professional customer services is clearly explained.		√			
	1.2. Role and responsibilities of PCS executive are described.		√			
	1.3. Required tools of PCS are identified.	√			√	
	1.4. Business process outsourcing (BPO) categories are identified.		√			
	1.5. BPO in global context is defined.		√			
2. Identify business process outsourcing (BPO) components	2.1. BPO components are identified and described.				√	
	2.2. BPO mechanism is expressed succinctly.				√	
	2.3. Operation procedure of BPO components is explained.		√			
3. Identify functions of contact centre	3.1. Theory of a contact centre is explained.		√			
	3.2. Types of contact centres are identified.				√	
	3.3. Standard operation procedure is described.				√	

Occupation:	Professional Customer Service				
Unit Name:	Apply effective communication in the workplace				
Unit Code:	SEIP-IT-PCS-02-O				
Assessment Method:	P	O	W		
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)		
1. Identify effective communication	1.1. Effective communication is correctly defined.		√		
	1.2. Principles of effective communication are identified and interpreted.		√		
	1.3. Methods of effective communication are recognised.				√
2. Interpret communication techniques	2.1. Workplace requirement of communication is explained.				√
	2.2. Ways of communication are identified.		√		

	2.3. Verbal communication is carried out.	√		
	2.4. Written communication is carried out.	√		
3. Apply listening techniques	3.1. Effective listening is defined.		√	
	3.2. Elements of effective listening are identified.			√
	3.3. Active listening is carried out effectively.	√		
4. Apply questioning techniques	4.1. Effective questioning is defined.		√	
	4.2. Types of questioning techniques are identified.		√	
	4.3. Questioning techniques are carried out effectively.	√		

Occupation:	Professional Customer Service					
Unit Name:	Apply contact centre management techniques					
Unit Code:	SEIP-IT-PCS-03-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Identify activities of contact centre	1.1. Functions of contact centre are identified and described.				√	
	1.2. Contact centre processes are explained.				√	
	1.3. Operational pattern is identified.					√
	1.4. Call centre functions are identified.					√
	1.5. Etiquette requirement is recognised and explained.					√
2. Apply effective call management techniques	2.1. Steps for contact centre calls are identified and interpreted.				√	
	2.2. Call steps are carried out and proper words are selected and used.	√				
	2.3. Proper tone, pace, pitch and accent in a call are employed.	√				
	2.4. Handling telesales call is carried out successfully.	√				
	2.5. Call is justified to and aligned with key performance indicators (KPI).	√				
3. Manage difficult customers	3.1. Difficult situations and customers are promptly identified.	√				
	3.2. Appropriate management technique for handling difficult customer is identified and applied.	√				
4. Apply customer psychometrics	4.1. Customer psychometrics is accurately defined.				√	
	4.2. Procedure for handling of different psychometric					√

	customer is recognised and interpreted.			
	4.3. Handling of different psychometric customers is carried out.	√		

Occupation:	Professional Customer Service					
Unit Name:	Interpret international BPO services					
Unit Code:	SEIP-IT-PCS-04-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Recognise international BPO services	1.1. Concept of international BPO services is defined.				√	
	1.2. Basic cultural information and awareness of prime client countries is identified.				√	
	1.3. International dateline, time zone and daylight-saving issues of prime countries are identified and recognised.				√	
	1.4. Currency of prime countries are identified.				√	
2. Interpret online transaction process	2.1. Types of online transactions are identified.				√	
	2.2. Payment process and payment security is described.					√
	2.3. Information required for an online transaction is identified.					√
	2.4. Payment card parameters are identified.				√	
	2.5. Two-way authentication system is recognised.				√	

Occupation:	Professional Customer Service					
Unit Name:	Use contact centre software in BPO operations					
Unit Code:	SEIP-IT-PCS-05-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Define customer relationship management (CRM)	1.1. Customer relationship management (CRM) is accurately defined.					√
	1.2. Common terms used in CRM are identified and described.				√	

2. Identify functions of dialler	2.1. Functions of dialler are identified and explained.		√	
	2.2. Types of dialler are identified.			√
	2.3. General technical terms used in contact centre operation are described.		√	
3. Apply basic CRM functions	3.1. Basic CRM operation is identified.	√		
	3.2. Basic CRM operations are carried out.	√		
	3.3. Customer information report is prepared.	√		
	3.4. CRM report is submitted for insight to management.	√		

Occupation:	Professional Customer Service					
Unit Name:	Comply with quality service requirement					
Unit Code:	SEIP-IT-PCS-06-O					
Assessment Method:	P	O	W			
	Performance <i>(including demonstration and observation)</i>	Oral questioning	Written examination <i>(including short-answer, multiple choice, and true or false questions)</i>			
Element	Performance Criteria			P	O	W
1. Identify quality requirement in customer service	1.1. Requirement for quality customer service is identified and explained.					√
	1.2. Quality assurance (QA) process is identified and recognised.				√	
	1.3. Quality monitoring criteria is identified and followed.			√		√
	1.4. Transaction parameters for quality service are identified as per industry standard.				√	
2. Carry out quality customer transaction	2.1. Quality transaction methods are identified and described.				√	
	2.2. Quality customer transaction is interpreted.					√
	2.3. Quality customer transaction is carried out.			√		
3. Interpret quality standard definition document (QSDD)	3.1. Quality standard definition document (QSDD) is defined and its importance explained.					√
	3.2. QA form is identified and completed correctly pursuant to workplace guidelines.					√

PART B – THE CANDIDATE

Instructions to Candidate

To be assessed as competent, you must provide evidence which demonstrates that you can perform to the necessary standard the various elements of these units of competency that comprise of the Certificate in **Professional Customer Service**. Assessment of competency requires you to consistently demonstrate skill, knowledge and aptitude (through a variety of assessment tools such as multiple choice, short-answer questions, oral questioning, workplace observation, and practical demonstration) that enables confident completion of workplace tasks in a variety of situations.

In judging the evidence, your assessor must ensure that the evidence is:

- authentic (your own work)
- valid (directly related to the current version of the units of competency)
- reliable (consistently demonstrates of your knowledge and skill)
- current (shows your current capacity to perform the work)
- sufficient (covers the full range of elements comprised within the units of competency)

Furthermore, the assessment process must:

- provide for valid, reliable, flexible and fair assessment
- provide for judgment to be made on the basis of sufficient evidence
- offer valid, authentic and current evidence
- include workplace requirements

There are two types of assessment:

1. Knowledge Assessment - is designed to enable assessment against the various *elements* contained within the units of competency through a variety of activities such as multiple choice, short-answer questions, oral questioning. It is essentially examining your theoretical knowledge.

This provides the assessor with substantial evidence of your knowledge and aptitude to perform the work relating to the specific unit of competency, in conjunction with other assessment tools such as workplace observation.

You should complete the knowledge assessment as directed by the assessor and follow all instructions as and when given. If you are unable to complete the knowledge assessment, please speak to the assessor about alternative assessment solutions.

2. Skill Assessment - is designed to enable assessment against the various *performance criteria* contained within the units of competency through, for example, demonstration of skill in a simulated or actual work environment. In essence, it is an examination of your practical ability.

This provides the assessor with substantial evidence of your ability to perform the work relating to the specific unit of competency to the standard expected by industry (the benchmark).

You should complete the skill assessment as directed by the assessor and follow all instructions as and when given, ensuring your own health and safety.

Once you have been assessed as competent against all of the units of competency comprising of the qualification being undertaken, you will be awarded your certificate.

Your assessor will discuss in more detail the requirements for assessment for each unit of competency at the appropriate time.

And please do not panic if you are not assessed as competent on any part of your qualification at your first attempt. Your assessor will discuss with you any identified skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Self-Assessment Guide

Before undertaking any assessment, you should review the list of skills, knowledge and aptitudes relating to the assessment (drawn from the units of competency, its various elements and performance criteria) to determine whether you have current competency in these areas.

If you believe you can demonstrate the skills and knowledge required and can successfully complete the various assessment activities, you should then proceed to discuss your assessment with the assessor and complete Assessment Agreement.

However, should you not believe, for whatever reason, that you are not able to successfully complete the various assessment activities, then speak with the assessor. The assessor will assist you in identifying any skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Please complete the self-assessment checklist below and discuss with the assessor.

Qualification:	Professional Customer Service	
Units of competency:	<p>Generic units:</p> <p>Carry out workplace interaction in English</p> <p>Operate in a team environment</p> <p>Make a presentation</p> <p>Apply basic IT skills</p> <p>Sector-specific units:</p> <p>Type documents in Bangla and English</p> <p>Use internet and social network</p> <p>Comply with ethical standards in the workplace</p> <p>Acquire soft skills in customer service</p> <p>Occupation-specific units:</p> <p>Apply occupational health and safety (OHS) practice in the workplace</p> <p>Understand professional customer services (PCS)</p> <p>Apply effective communication in the workplace</p> <p>Apply contact centre management techniques</p> <p>Interpret international BPO services</p> <p>Use contact centre software in BPO operations</p> <p>Comply with service quality requirement</p>	
Instructions:	<ul style="list-style-type: none"> ▪ Read each of the questions in the left-hand column of the chart ▪ Place a tick(√) in the appropriate box opposite each question to indicate your answer 	
Can I?	YES	NO
<ul style="list-style-type: none"> ▪ Interpret workplace code of conducts as per organisational guidelines? 		

▪ Maintain appropriate lines of communication with supervisors and colleagues?		
▪ Conduct workplace interactions in a courteous manner to gather and convey information?		
▪ Comprehend workplace procedures and matters?		
▪ Interpret workplace documents correctly?		
▪ Understand visual information/symbols/signage correctly?		
▪ Access specific and relevant information from appropriate sources?		
▪ Use appropriate medium to transfer information and ideas?		
▪ Attend team meetings on time?		
▪ Follow meeting procedures and etiquette?		
▪ Ensure active participation, express opinions and hear?		
▪ Provide inputs and interpret in line with the meeting purpose.		
▪ Perform responsibilities as a team member?		
▪ Perform tasks in accordance with workplace procedures?		
▪ Maintain confidentiality?		
▪ Avoid inappropriate and conflicting situations?		
▪ Identify and interpret roles and objectives of the team?		
▪ Identify and interpret roles and responsibilities of team members?		
▪ Identify personal role and responsibilities within the team environment?		
▪ Interpret reporting relationships within team and external to team?		
▪ Identify other teammates' tasks and provide support?		
▪ Encourage the team through sharing information or expertise, working together to solve problems, and putting team success first?		
▪ Interpret views and opinions of other team members?		
▪ Identify problems faced at the individual and team level?		
▪ Identify a range of solutions and courses of action?		
▪ Recognize the good ideas of others to help develop solutions?		
▪ Look beyond the obvious and not stopped at the first answers?		
▪ Identify personal written presentation matters and requirements?		
▪ Identify and apply standard resume writing techniques?		
▪ Explain and apply standard cover letter points?		
▪ Create portfolio on professional social media?		
▪ Identify and describe types of interviews?		
▪ Identify and explain interview phases?		
▪ Identify and employ steps to prepare for interview?		

▪ Recognise and apply interview techniques?		
▪ Identify presentation media?		
▪ Outline presentation plan?		
▪ Prepare and show presentation?		
▪ Interpret the context of IT in Bangladesh?		
▪ Identify and describe commonly used IT tools?		
▪ Identify basic parts of a computer?		
▪ Demonstrate turning on and off technique of a computer?		
▪ Interpret the working environment of operating system?		
▪ Interpret simple trouble-shooting techniques?		
▪ Operate word processing application appropriate to perform activity?		
▪ Apply basic typing technique to document?		
▪ Employ word processing techniques to document?		
▪ Practice personal CV writing using suitable word processing technique?		
▪ Use saving and retrieving technique of a document?		
▪ Identify and interpret spreadsheet working environment, functions and features?		
▪ Perform data entry on spreadsheet appropriate to perform activity?		
▪ Apply data manipulation techniques to spreadsheet?		
▪ Create and save spreadsheet document?		
▪ Explain use of email account in online environment?		
▪ Complete writing and sending workplace emails?		
▪ Identify and select different browsers to work online?		
▪ Browse different web portals and apply proper search techniques?		
▪ Interpret OHS policies and safe operating procedures?		
▪ Identify and follow safety signs and symbols?		
▪ Interpret response, evacuation procedures and other contingency measures correctly?		
▪ Apply OHS policies and procedures in the workplace?		
▪ Recognise common health issues?		
▪ Identify common safety issues?		
▪ Check for OSH hazards in the workplace prior to commencing and during work?		
▪ Identify hazards and unacceptable performance in the workplace?		
▪ Identify and respond to warning alarms?		

▪ Respond to emergency response plans?		
▪ Identify first aid procedures during emergency?		
▪ Identify and install typing applications in Bangla?		
▪ Identify and install typing applications in English?		
▪ Identify appropriate tools for typing?		
▪ Select appropriate keyboard layout for Bangla typing?		
▪ Interpret touch typing technique?		
▪ Perform typing Bangla and English with preferred tools?		
▪ Identify different style formats for typing documents?		
▪ Apply styles in typing document?		
▪ Save created document?		
▪ Perform error free typing at a speed of 40–60 wpm in English?		
▪ Perform error free typing at a speed of 30–50 wpm in Bangla?		
▪ Explain the internet and how it works?		
▪ Identify appropriate social networks?		
▪ Identify audio and video equipment appropriate to work activity?		
▪ Identify audio and video applications appropriate to work activity?		
▪ Carry out video conferencing with appropriate application?		
▪ Carry out audio conferencing with appropriate application?		
▪ Create account on social network?		
▪ Use social network effectively?		
▪ Interpret client's view is interpreted?		
▪ Paraphrase confidentiality of information?		
▪ Identify potential conflicts of interests?		
▪ Identify benchmark of product and service quality?		
▪ Interpret need of quality product and service delivery?		
▪ Implement quality process to develop quality products and services implemented following Industry and international standards?		
▪ Follow agreed standards to deliver product or services and commitment to deadlines?		
▪ Project professional image in the workplace?		
▪ Negotiate clients effectively?		
▪ Achieve IT security compliance?		
▪ Interpret workplace code of conduct?		
▪ Follow code of conduct as stated in company guidelines in the workplace?		

▪ Interpret customer service operation?		
▪ Identify duties of a customer service agent?		
▪ Interpret customer service skills?		
▪ Interpret customer service skills?		
▪ State and list soft skills and its key components?		
▪ Summarise importance of body language and posturing during customer interactions?		
▪ Recognise dos and don'ts of body language during customer service interaction?		
▪ Explain the concept of professional customer services?		
▪ Describe role and responsibilities of PCS executive?		
▪ Identify of required tools of PCS?		
▪ Identify of business process outsourcing (BPO) categories?		
▪ Define of BPO in global context?		
▪ Identify and description of BPO components?		
▪ Succinctly express BPO mechanism?		
▪ Explain BPO components operation procedure?		
▪ Explain contact centre theory?		
▪ Identify contact centre types?		
▪ Describe standard operation procedure?		
▪ Define effective communication correctly?		
▪ Identify and interpret principles of effective communication?		
▪ Recognize methods of effective communication?		
▪ Explain workplace requirement of communication?		
▪ Identify ways of communication?		
▪ Carry out verbal communication?		
▪ Carry out written communication?		
▪ Carry out non-verbal communication?		
▪ Define effective listening?		
▪ Identify elements of effective listening?		
▪ Carry out active listening effectively?		
▪ Define effective questioning?		
▪ Identify types of questioning techniques?		
▪ Questioning techniques are carried out effectively?		
▪ Identify and describe functions of contact centre?		
▪ Explain the Contact centre processes?		

▪ Identify operational pattern?		
▪ Identify call centre functions?		
▪ Recognise and explain etiquette requirement in call centre?		
▪ Identify and interpret steps for contact centre calls?		
▪ Carry out call steps and select proper words?		
▪ Employ proper tone, pace, pitch and accent?		
▪ Carry out telesales calls successfully?		
▪ Align and justify calls with KPI?		
▪ Identify difficult situation and customer?		
▪ Apply appropriate management techniques for handling difficult customer?		
▪ Define customer psychometrics accurately?		
▪ Recognize the procedure for handling of different psychometric customer?		
▪ Carry out handling of different psychometric customer?		
▪ Define concept of international BPO services?		
▪ Identify basic cultural information and awareness of prime client countries?		
▪ Identify and recognise international dateline, time zone and daylight-saving issues of prime countries?		
▪ Identify currency of prime countries?		
▪ Identify types of online transactions?		
▪ Describe payment process and payment security?		
▪ Identify information required for an online transaction?		
▪ Identify payment card parameters?		
▪ Recognized two-way authentication system?		
▪ Identify customer relationship management?		
▪ Identify common terms used in CRM?		
▪ Identify and explain functions of dialler?		
▪ Identify types of diallers?		
▪ Describe general technical terms used in contact centre operations?		
▪ Identify basic CRM operation?		
▪ Practice basic CRM operation?		
▪ Prepare customer information report?		
▪ Submit customer information report?		
▪ Identify and explain requirement for quality customer service?		

▪ Identify and recognise quality assurance (QA) process?		
▪ Identify and follow quality monitoring criteria?		
▪ Identify call transaction parameters for quality service as per industry standard?		
▪ Identify and describe quality call transaction methods?		
▪ Interpret quality customer call transaction?		
▪ Carry out quality customer call transaction?		
▪ Define quality standard definition document (QSDD) and explain its importance?		
▪ Identify and complete QA form correctly pursuant to workplace guidelines?		
I agree to undertake assessment in the knowledge that the information gathered will only be used for educational and professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's signature:		Date:

PART C – THE ASSESSMENT

Assessment Agreement - Professional Customer Service

The purpose of assessment is to confirm that you can perform to the standards expected in the workplace of an occupation, as expressed in the competency standards (after completion of self-assessment and in agreement with assessor).

To help achieve this, an assessment agreement is required to navigate both you and the assessor through the assessment process.

The assessment agreement is designed to provide a clear understanding of what and how you will be assessed and to nominate the tools that may be used to collect the assessment evidence.

You, the assessor and/or workplace supervisor should agree on the assessment requirements, dates and deadlines.

Therefore, to attain the Certificate of **Professional Customer Service**, you must demonstrate competence in the following units, as established in the assessment agreement:

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-PCS-01-G	Carry out workplace interaction in English
SEIP-IT-PCS-02-G	Operate in a team environment
SEIP-IT-PCS-03-G	Make a presentation
SEIP-IT-PCS-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-PCS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-PCS-02-S	Type documents in Bangla and English
SEIP-IT-PCS-03-S	Use internet and social network
SEIP-IT-PCS-04-S	Comply with ethical standards in the workplace
SEIP-IT-PCS-05-S	Acquire soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-PCS-01-O	Understand professional customer services (PCS)
SEIP-IT-PCS-02-O	Apply effective communication in the workplace
SEIP-IT-PCS-03-O	Apply contact centre management techniques
SEIP-IT-PCS-04-O	Interpret international BPO services
SEIP-IT-PCS-05-O	Use contact centre software in BPO operations
SEIP-IT-PCS-06-O	Comply with service quality requirement

After successful completion of learning and assessment, you shall be awarded with a certificate.

Assessment Agreement	
Occupation:	Professional Customer Service
Assessment Centre:	
Candidate Name:	
Assessor Name:	
Unit of Competency	
Generic Competencies	
SEIP-IT-PCS-01-G	Carry out workplace interaction in English
SEIP-IT-PCS-02-G	Operate in a team environment
SEIP-IT-PCS-03-G	Make a presentation
SEIP-IT-PCS-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-PCS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-PCS-02-S	Type documents in Bangla and English
SEIP-IT-PCS-03-S	Use internet and social network
SEIP-IT-PCS-04-S	Comply with ethical standards in the workplace
SEIP-IT-PCS-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-PCS-01-O	Understand professional customer services (PCS)
SEIP-IT-PCS-02-O	Apply effective communication in the workplace
SEIP-IT-PCS-03-O	Apply contact centre management techniques
SEIP-IT-PCS-04-O	Interpret international BPO services
SEIP-IT-PCS-05-O	Use contact centre software in BPO operations
SEIP-IT-PCS-06-O	Comply with service quality requirement
Resources Required for Assessment	
<p>Candidates must have access to the following:</p> <ul style="list-style-type: none"> ▪ copies of activities, questions, projects nominated by the assessor ▪ relevant organisational policies, protocols and procedural documents (if required) ▪ devices or tools to record answers ▪ appropriate actual or simulated workplace ▪ all necessary tools and equipment used in performance of the work-based task ▪ any other resources normally used in the workplace 	
Assessment Instructions	
<p>Candidates should respond to the formative and summative assessments either verbally or in writing as agreed with the assessor. Written responses can be recorded in the spaces provided (if more space is required attach additional pages) or submitted in a word-processed document.</p>	

If candidates answer verbally, the assessor should record their answers in detail.

Candidates should also undertake observable tasks that provide evidence of performance. The assessor must provide instruction to candidates on what is expected during observation and arrange a suitable time and location for demonstration of these skills.

Candidates must fully understand what they are required to do to complete these assessment tasks successfully, then sign the declaration.

Performance Standards

To receive a **satisfactory** result for the assessments, candidates must complete all activities, questions, projects, and tasks nominated by the assessor, to the required standard.

Completion of all tasks for a unit of competency, to a satisfactory level, will contribute to an assessment of competence for that specific individual unit (or units if holistic assessment approach is taken).

Successful completion of all units of competency that comprise of the qualification **Professional Customer Service**, will result in the candidate will be issued with the relevant, nationally recognised certificate.

Assessors must clearly explain the required performance standards.

Declaration

I declare that:

- the assessment requirements have been clearly explained to me
- all the work completed towards assessment will be my own
- cheating and plagiarism are unacceptable

Candidate Name:		Date:	
Assessor Name:		Date:	

PART D – ASSESSMENT TOOLS

Specific Instructions to Assessor

Please read carefully and prepare as necessary:

1. The assessor shall (practical demonstration assessment activities):
 - provide the candidate with the necessary tools, equipment, machinery and materials for completion of one (1) set of the following practical demonstration activities:
 - Set A:
 - **Carry out** effective call management techniques
 - Log in and use VICI Dial to receive a call
 - Set B:
 - Handle a call from an unhappy client
 - **Set-up a** meeting on Hub Spot CRM
 - Set C:
 - Handle a call from a difficult client
 - Identify ACW, AHT, Talk Time, EWT, VRU from the call centre Dashboard
 - provide the candidate with the copy of the specific instruction to candidate
 - allow each practical demonstration to be performed within two (2) hours including preparation of the materials
 - ensure that the candidate **FULLY** understands the instructions before proceeding to the performance of the assessment activity
 - allow fifteen (15) minutes for the candidate to familiarise themselves with the resources to be used during the practical demonstrations
 - ensure that the candidate is wearing appropriate personal protective equipment (PPE) before allowing them to proceed with the assessment activity
2. Assessment shall be based on the performance criteria in each of the units of competency. The evidence gathering method shall be comprised of:
 - (a) Written Test (1 hour) – **knowledge evidence**
 - (b) Practical Demonstration (4 hours) – **performance evidence**The practical demonstration activities will be divided into two (2) tasks (contained in one set):
 - (i) Practical demonstration 1 (2 hours)
 - (ii) Practical demonstration 2 (2 hours)
3. Final assessment is your responsibility as the accredit/certified assessor.
4. At the conclusion of each assessment activity, you will provide feedback to the candidate of the assessment result. The feedback will indicate whether the candidate is:

COMPETENT

NOT YET COMPETENT

5. The list of tools, equipment, machinery and materials to be provided for completion of the practical demonstration assessment activities can be found at:
- Set A – Practical Demonstration 1: page 41
 - Set A – Practical Demonstration 2: page 46
 - Set B – Practical Demonstration 1: page 51
 - Set B – Practical Demonstration 2: page 56
 - Set C – Practical Demonstration 1: page 61
 - Set C – Practical Demonstration 2: page 66

Specific Instructions to Candidate

You should respond to the assessment either in writing or verbally as agreed with the assessor. Written responses can be recorded in the spaces provided; if more space is required attach additional pages or submit a word-processed document.

If you answer verbally, the assessor should record your answers in detail. Please check your recorded answers carefully and thoroughly to ensure that they are accurate.

You may also be undertaking observable activities (i.e. practical demonstration) that provide evidence of performance. The assessor must provide you with clear instructions on what is expected during this type of assessment and arrange a suitable time and location for demonstration of these skills.

To receive a satisfactory result for the assessments, you must complete all of the assessment activities; including questions, projects and tasks nominated by the assessor, to the required standard.

This assessment is based upon the units of competency in Professional Customer Service. Using the performance criteria as a benchmark, evidence will be gathered through:

1. Written Test (1 hour) – a variety of multiple-choice, true or false and short answer theory questions to support your competence with regard to the required knowledge (**knowledge evidence**).
2. Practical Demonstration (4 hours) – observable tasks outlined in the elements and performance criteria of the units of competency, completed to support a judgement of satisfactory performance to the required standard (**performance evidence**).

There will be one (1) set of practical demonstration activities to complete. The assessor will direct you as to which 'set' you will be required to complete out of the following:

- o Set A:
 - Carry out effective call management techniques
 - Log in and use VICI Dial to receive a call
 - o Set B:
 - Handle a call from an unhappy client
 - Set-up a meeting on Hub Spot CRM
 - o Set C:
 - Handle a call from a difficult client
 - Identify ACW, AHT, Talk Time, EWT, VRU from the call centre Dashboard
3. The assessor will provide all necessary tools, equipment, machinery and materials required to complete each assessment activity.
 4. These assessments cover all units of competency for Professional Customer Service. The assessor will provide you with feedback of your performance after completion of each assessment activity. This feedback shall indicate whether you are:

COMPETENT

NOT YET COMPETENT

5. Complete of all assessment activities, to a satisfactory level, will contribute to a final assessment of competence.

Written Test

WRITTEN TEST - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Unit of Competency	
Generic Competencies	
SEIP-IT-PCS-01-G	Carry out workplace interaction in English
SEIP-IT-PCS-02-G	Operate in a team environment
SEIP-IT-PCS-03-G	Make a presentation
SEIP-IT-PCS-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-PCS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-PCS-02-S	Type documents in Bangla and English
SEIP-IT-PCS-03-S	Use internet and social network
SEIP-IT-PCS-04-S	Comply with ethical standards in the workplace
SEIP-IT-PCS-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-PCS-01-O	Understand professional customer services (PCS)
SEIP-IT-PCS-02-O	Apply effective communication in the workplace
SEIP-IT-PCS-03-O	Apply contact centre management techniques
SEIP-IT-PCS-04-O	Interpret international BPO services
SEIP-IT-PCS-05-O	Use contact centre software in BPO operations
SEIP-IT-PCS-06-O	Comply with service quality requirement
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this written examination is based on the performance criteria from all the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning knowledge ▪ write your answers on the paper provided ▪ answer all the questions as best as possible 	

- you have 1 (one) hour to complete this test

WRITTEN TEST		
Multiple Choice		
This is a multiple-choice of test. Choose the appropriate answer and circle the letter that corresponds with your answer.		
1.	Which of the following is not an example of a workplace document?	a. User guides b. White papers c. News paper d. On-line help
2.	Usually the first thing that you notice when looking at a safety level is ?	a. Words b. Colour c. Background d. Signal words
3.	An evacuation plan is required for?	a. Tornadoes b. Explosions c. Both a and b d. None of them
4.	Activities that build relationship among team members are?	a. Communicate, demonstrate, punishment b. Communicate, listen, celebrate c. Enquiry, listen, demonstrate d. None of the above
5.	Formal and informal communication mode may include :	a. Direct voice b. Email c. Physical d. All of the above
6.	Basic parts of a computer include?	a. Monitor b. CPU c. Keyboard d. All of the above
7.	A resume should be no more than ?	a. One page b. Two pages c. Three pages d. Five pages
8.	In PowerPoint slides, how can you change the size of a photo?	a. Double-click on the picture b. Click "insert picture" and then hit "edit" c. Click and drag the corners of the image d. Insert the image into a new slide, then copy and paste
True of False Quiz		
Tick (✓) the box corresponding to the correct answer.		
9.	Formal phrases such as "Dear Professor" and "Sincerely Yours" are unnecessary in email.	True <input type="checkbox"/> False <input type="checkbox"/>
10.	Workplace policies often reinforce and clarify standard operating procedures in a workplace.	True <input type="checkbox"/> False <input type="checkbox"/>
11.	FCRR has the potential to completely change the way your team provides support for the better.	True <input type="checkbox"/> False <input type="checkbox"/>

12.	Profiles make it easier to control detailed security privileges without having to specify them individually for each user.	True <input type="checkbox"/> False <input type="checkbox"/>
13.	QSDD stands for Quality Steps Definition Document.	True <input type="checkbox"/> False <input type="checkbox"/>
Fill in the Missing Blanks		
Write the word or group of words needed to complete the following sentences.		
14.	A work ethic is a set of _____ that a person uses in their job.	
15.	When listening, express neither agreement nor _____ with the speaker's points.	
16.	Never _____ the inexperience of your customers.	
Short Answer		
Write a short answer in the space provided (not to exceed more than approximately twenty-five (25) words).		
17.	List the common tools used for professional customer service.	
18.	Identify the techniques for non-verbal communication in the workplace.	
19.	What are the types of call centres?	
20.	What is identity theft?	
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate's Signature:		Date:
Assessor' Signature:		Date:

Written Test - Answers

Answers are highlighted in **bold** and *italics*.

Multiple Choice		
1.	Which of the following is not an example of a workplace document?	a. User guides b. White papers c. <i>News paper</i> d. On-line help
2.	Usually the first thing that you notice when looking at a safety level is ?	a. Words b. Colour c. Background d. <i>Signal words</i>
3.	An evacuation plan is required for?	a. Tornadoes b. Explosions c. <i>Both a and b</i> d. None of them
4.	Activities that build relationship among team members are?	a. Communicate, demonstrate, punishment b. <i>Communicate, listen, celebrate</i> c. Enquiry, listen, demonstrate d. None of the above
5.	Formal and informal communication mode may include :	a. Direct voice b. Email c. Physical d. <i>All of the above</i>
6.	Basic parts of a computer include?	a. <i>Monitor</i> b. <i>CPU</i> c. <i>Keyboard</i> d. <i>All of the above</i>
7.	A resume should be no more than ?	a. <i>One page</i> b. Two pages c. Three pages d. Five pages
8.	In PowerPoint slides, how can you change the size of a photo?	a. Double-click on the picture b. Click "insert picture" and then hit "edit" c. <i>Click and drag the corners of the image</i> d. Insert the image into a new slide, then copy and paste
True or False Quiz		
9.	Formal phrases such as "Dear Professor" and "Sincerely Yours" are unnecessary in email.	True <input type="checkbox"/> False <input checked="" type="checkbox"/>
10.	Workplace policies often reinforce and clarify standard operating procedures in a workplace.	True <input checked="" type="checkbox"/> False <input type="checkbox"/>
11.	FCRR has the potential to completely change the way your team provides support for the better.	True <input checked="" type="checkbox"/> False <input type="checkbox"/>
12.	A hierarchical organisation is a structure where every entity in the organisation, except one, is subordinate to another single entity.	True <input checked="" type="checkbox"/> False <input type="checkbox"/>

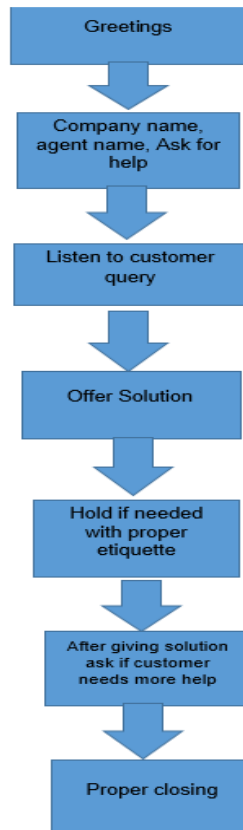
13.	Two types of What-If analysis tools come with Excel.	True <input type="checkbox"/> False <input checked="" type="checkbox"/>
Fill in the Missing Blanks		
Write the word or group of words needed to complete the following sentences.		
14.	A work ethic is a set of <u>moral principles</u> that a person uses in their job.	
15.	When listening, express neither agreement nor <u>disagreement</u> with the speaker's points.	
16.	Never <u>underestimate</u> the inexperience of your customers.	
Short Answer		
Write a short answer in the space provided (not to exceed more than approximately sixty (60) words).		
17.	List the common tools used for professional customer service.	<ul style="list-style-type: none"> ▪ Computer ▪ Headset ▪ Notebook/pen ▪ Internet connection ▪ Dialler ▪ Chat platform ▪ Customer Relationship Management (CRM) application
18.	Identify the techniques for non-verbal communication in the workplace.	<ul style="list-style-type: none"> ▪ Posture ▪ Eye and hand contact ▪ Facial expressions ▪ Hand gestures ▪ Incongruous body language
19.	What are the types of call centres?	<ul style="list-style-type: none"> ▪ Inbound ▪ Outbound ▪ Blended
20.	What is identity theft?	<ul style="list-style-type: none"> ▪ Is a crime ▪ Is the wrongful use of another person's personal data for economic gain (e.g. your bank account number, social security number, credit card number can be used for this deception)

Set A: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Carry out effective call management techniques
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the job specification information provided ▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You are a customer service executive of YX-Hub Ltd. This company introduces a new product, YXH TAB, which is manufactured in Bangladesh.</p> <p>The product has the following major features:</p> <ol style="list-style-type: none"> 1. Low cost (only Taka 5995) 2. One-year replacement warranty 3. Home delivery 4. Pay on delivery facility 5. Online platform for discussion 6. Gift voucher (worth Taka 500) for next purchase within 6 month) <p>The company launched a huge marketing campaign. You need to reply to callers with the information about the product.</p> <ol style="list-style-type: none"> 1. Follow and apply OHS procedures (including use of PPE). 2. Adjust seating arrangement of workplace. 3. Collect required tools, equipment and materials. 4. Use standard Windows operating system. 5. Check internet connectivity. 6. Open appropriate software application. 7. Perform troubleshooting (i.e. debugging), if required. 8. Use soft phone and log onto it. 9. Start recording before receiving the call. 	

10. Receive incoming call.
11. Apply effective call management **techniques**.
12. Close the call **and complete call information reporting (Bangla and English)**.
13. Close application software and clean the **work area** before leaving.

Drawing, Plan, Diagram or Sketch:



Resources Required:

Tools:	Operating system (i.e. Windows) Soft phone (installed on computer)
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse Head set
Materials:	Instruction sheet
PPE:	Protective glasses

Set A: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Carry out effective call management techniques	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Basic typing technique to document is applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks assessment and controls are interpreted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout for Bangla typing is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video equipment appropriate to work activity is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video applications appropriate to work activity are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>

Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Negotiate effectively with clients.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools of PCS are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Verbal communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Written communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Active listening is carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Call steps are carried out and proper words are selected and used.	<input type="checkbox"/>	<input type="checkbox"/>
Proper tone, pace, pitch and accent in a call are employed.	<input type="checkbox"/>	<input type="checkbox"/>
Handling telesales call is carried out successfully.	<input type="checkbox"/>	<input type="checkbox"/>
Call is justified to and aligned with key performance indicators (KPI).	<input type="checkbox"/>	<input type="checkbox"/>
Difficult situations and customers are promptly identified.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate management technique for handling difficult customer is identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Handling of different psychometric customers is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality customer transaction is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set A: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Log in and use VICI Dial to receive a call
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the job specification information provided ▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<ol style="list-style-type: none"> 1. Follow and apply OHS procedures (including use of PPE). 2. Adjust seating arrangement of workplace. 3. Collect required tools, equipment and materials required for the job. 4. Collect information related to the job to be performed. 5. Select appropriate browser. 6. Select and open application software (i.e. VICI Dial Interface). 7. Perform troubleshooting (i.e. debugging), if required. 8. Click on Agent Login. 9. Enter user name, password and campaign name. 10. Enable call recording option. 11. Receive a call and provide related information. 12. Apply effective call management techniques. 13. Close the call and complete call information reporting (if required). 14. Logout from your account. 15. Close application software and clean the work area before leaving. 	
Drawing, Plan, Diagram or Sketch:	
The following picture is an example of the look of the VICI Dial Interface:	

Logged in as User: 6666 on Phone: IAX2/cc350 to campaign: TESTCAMP [GROUPS](#) [LOGOUT](#)

VICdial **SCRIPT** 2009-02-12 02:29:55 session ID: 8600051 Calls in Queue: 0 **NO LIVE CALL**

STATUS: seconds:

PAUSE **RESUME**

ALT PHONE DIAL

RECORDING FILE:

RECORD ID:

START RECORDING

WEB FORM

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Time: Channel:

Customer Information:

Title: First: MI: Last:

Address1:

Address2: Address3:

City: State: PostCode:

Province: Vendor ID: Gender: U - Undefined

Phone: DialCode: Alt. Phone:

Show: Email:

Comments:

1 ACTIVE CALLBACKS [ENTER A PAUSE CODE](#)
[MANUAL DIAL](#) [FAST DIAL](#)

VICIDIAL web-client version: 2.0.5-197 BUILD: 90209-0132 Server: 10.0.0.6 **HOT KEYS INACTIVE**

[Show conference call channel information](#) **MUTE**

[Alert is OFF](#)

Picture ref: http://www.vicidial.org/images/VICIDIAL_agent_2.0.5.gif

Resources Required:	
Tools:	VICI Dialler Internet connection
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse
Materials:	Log in information
PPE:	Protective glasses

Set A: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Log in and use VICI Dial to receive a call	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Negotiate effectively with clients.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools of PCS are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Verbal communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Written communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Active listening is carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Call steps are carried out and proper words are selected and used.	<input type="checkbox"/>	<input type="checkbox"/>
Proper tone, pace, pitch and accent in a call are employed.	<input type="checkbox"/>	<input type="checkbox"/>
Handling telesales call is carried out successfully.	<input type="checkbox"/>	<input type="checkbox"/>

Call is justified to and aligned with key performance indicators (KPI).	<input type="checkbox"/>	<input type="checkbox"/>
Handling of different psychometric customers is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operation is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operations are carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Customer information report is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
CRM report is submitted for insight to management.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity: <input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set B: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Handle a call from an unhappy client
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
Read and understand the directions carefully: <ul style="list-style-type: none">▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service▪ this assessment activity will be used to measure your underpinning skills▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used▪ you have two (2) hours to complete this demonstration	
Procedure:	
<ul style="list-style-type: none">▪ Observe and apply OHS issues as required for the task to be performed▪ Read the job specification information provided▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by the assessor)▪ Perform the task within the given time	
Job Specification Information:	
<p>You are a customer service executive of YX-Hub Ltd. This company introduces a new product, YXH TAB, which is manufactured in Bangladesh.</p> <p>The product has the following major features:</p> <ol style="list-style-type: none">1. Low cost (only Taka 5995)2. One-year replacement warranty3. Home delivery4. Pay on delivery facility5. Online platform for discussion6. Gift voucher (worth Taka 500) for next purchase within 6 month) <p>The company launched a huge marketing campaign. You need to reply to callers with the information of the product.</p> <p>A client purchased a product. Unfortunately, he experiences slow data transferring and slow start-up of any application.</p> <p>You need to handle this customer's call.</p> <ol style="list-style-type: none">1. Follow and apply OHS procedures (including use of PPE).2. Adjust seating arrangement of workplace.3. Collect required tools, equipment and materials.4. Use standard Windows operating system.5. Check internet connectivity.6. Open appropriate software application.	

7. Perform troubleshooting (i.e. debugging), if required.
8. Use soft phone and log onto it.
9. Start recording before receiving the call.
10. Receive incoming call.
11. Apply effective call management techniques.
12. Close the call and complete call information reporting (Bangla and English).

Drawing, Plan, Diagram or Sketch:

In Case of Difficult Customers

Listen

- Listen to customers' complain

Apologize

- Apologize that they are upset, don't take it personally

Understand

- Understand customers' concern and acknowledge their suggestions

Give

- Give them options for their situations

Help

- Help customers to find a solution



Figure source: <https://www.slideshare.net/susannaschan/customer-service-13646942>

Resources Required:

Tools:	Operating system (i.e. Windows) Soft phone (installed on computer)
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse Head set
Materials:	Instruction sheet
PPE:	Protective glasses

Set B: Practical Demonstration 1 – Observation Checklist

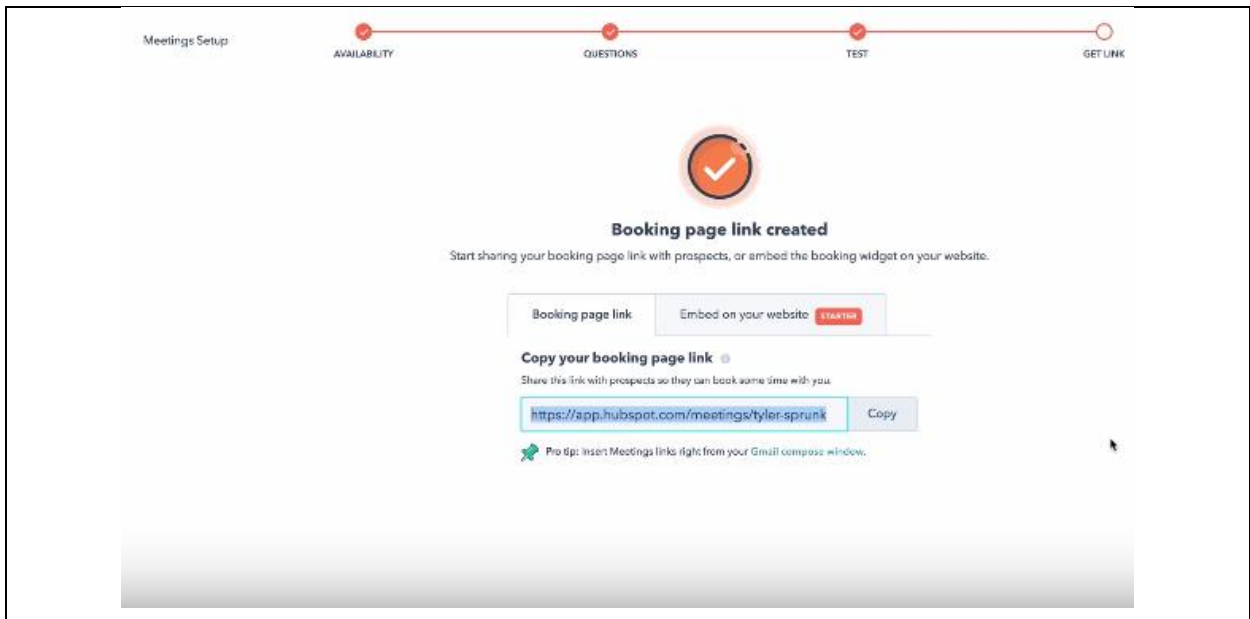
PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Handle a call from an unhappy client	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Basic typing technique to document is applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks assessment and controls are interpreted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout for Bangla typing is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video equipment appropriate to work activity is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video applications appropriate to work activity are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>

Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Negotiate effectively with clients.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools of PCS are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Verbal communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Written communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Active listening is carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Call steps are carried out and proper words are selected and used.	<input type="checkbox"/>	<input type="checkbox"/>
Proper tone, pace, pitch and accent in a call are employed.	<input type="checkbox"/>	<input type="checkbox"/>
Handling telesales call is carried out successfully.	<input type="checkbox"/>	<input type="checkbox"/>
Call is justified to and aligned with key performance indicators (KPI).	<input type="checkbox"/>	<input type="checkbox"/>
Difficult situations and customers are promptly identified.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate management technique for handling difficult customer is identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Handling of different psychometric customers is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality customer transaction is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set B: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Set-up a meeting on Hub Spot CRM
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the job specification information provided ▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<ol style="list-style-type: none"> 1. Adjust seating arrangement of workplace. 2. Collect required tools, equipment and materials required for the job. 3. Collect information related to the job to be performed. 4. Select appropriate browser. 5. Run Hub Spot CRM Software. 6. Perform troubleshooting (i.e. debugging), if required. 7. Go to the meeting panel for setting up the time and duration. 8. Fill-up the “confirm meeting tab”. 9. Go to sales tool and select the meeting option. 10. After continuing with Google calendar or Office 365 calendar, set your availability. 11. Fill-in the question panel with your questions. 12. Logout from your account. 13. Close the application software and clean the work area before leaving. 	
Drawing, Plan, Diagram or Sketch:	
The following picture is an example of the look of the booking for meeting:	



Resources Required:

Tools:	Hub Spot CRM
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse
Materials:	Log in information
PPE:	Protective glasses

Set B: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Set-up a meeting on Hub Spot CRM	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operation is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operations are carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		

<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent			
Candidate Signature:		Date:	
Assessor Signature:		Date:	

Set C: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Handle a call from a difficult client
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the job specification information provided ▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You are a customer service executive of YX-Hub Ltd. This company introduces a new product, YXH TAB, which is manufactured in Bangladesh.</p> <p>The product has the following major features:</p> <ol style="list-style-type: none"> 1. Low cost (only Taka 5995) 2. One-year replacement warranty 3. Home delivery 4. Pay on delivery facility 5. Online platform for discussion 6. Gift voucher (worth Taka 500) for next purchase within 6 month) <p>The company launched a huge marketing campaign. You need to reply to callers with the information about the product.</p> <p>A client purchased a product. Unfortunately, he experiences slow data transferring and slow start-up of any applications.</p> <p>You need to handle this customer's call.</p> <ol style="list-style-type: none"> 1. Follow and apply OHS procedures (including use of PPE). 2. Adjust seating arrangement of workplace. 3. Collect required tools, equipment and materials. 4. Use standard Windows operating system. 5. Check internet connectivity. 6. Open appropriate software application. 	

7. Perform troubleshooting (i.e. debugging), if required.
8. Use soft phone and log onto it.
9. Start recording before receiving the call.
10. Receive incoming call.
11. Apply effective call management techniques.
12. Close the call and complete call information reporting (Bangla and English).
13. Close application software and clean the work area before leaving.

Drawing, Plan, Diagram or Sketch:

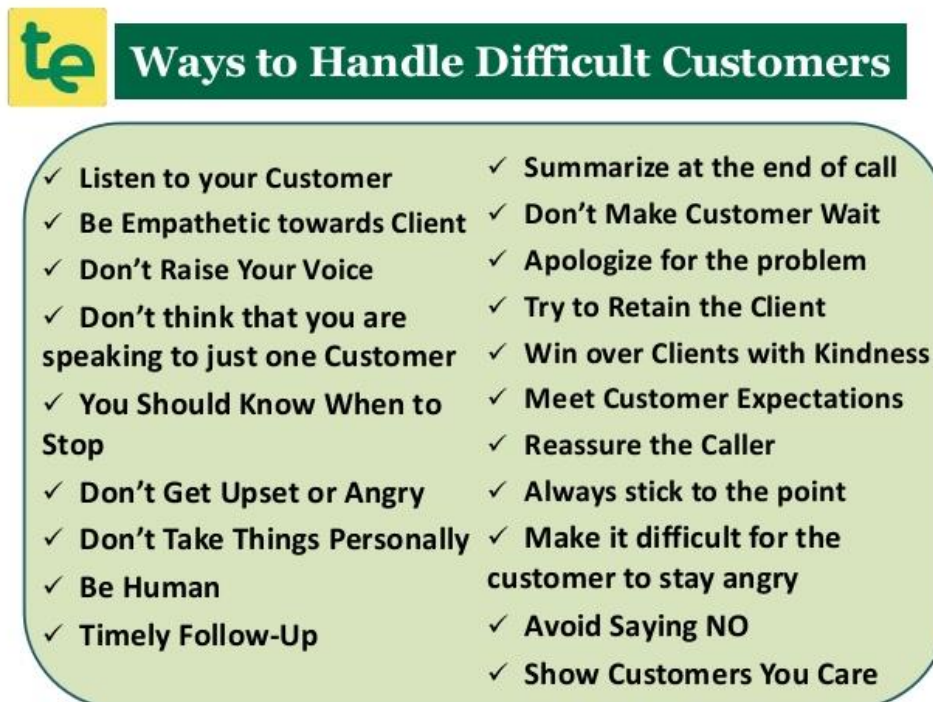


Figure source: <https://www.slideshare.net/tentaclecloud/20-ways-to-handle-difficult-customers-at-your-call-center>

Resources Required:

Tools:	Operating system (i.e. Windows) Soft phone (installed on computer)
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse Head set
Materials:	Instruction sheet
PPE:	Protective glasses

Set C: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Handle a call from a difficult client	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Basic typing technique to document is applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks assessment and controls are interpreted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout for Bangla typing is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video equipment appropriate to work activity is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Audio and video applications appropriate to work activity are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>

Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Negotiate effectively with clients.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools of PCS are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Verbal communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Written communication is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Active listening is carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Call steps are carried out and proper words are selected and used.	<input type="checkbox"/>	<input type="checkbox"/>
Proper tone, pace, pitch and accent in a call are employed.	<input type="checkbox"/>	<input type="checkbox"/>
Handling telesales call is carried out successfully.	<input type="checkbox"/>	<input type="checkbox"/>
Call is justified to and aligned with key performance indicators (KPI).	<input type="checkbox"/>	<input type="checkbox"/>
Difficult situations and customers are promptly identified.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate management technique for handling difficult customer is identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Handling of different psychometric customers is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality customer transaction is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set C: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Task:	Identify ACW, AHT, Talk Time, EWT, VRU from the call centre Dashboard
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Customer Service ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the job specification information provided ▪ Collect required tools, equipment and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<ol style="list-style-type: none"> 1. Follow and apply OHS procedures (including use of PPE). 2. Adjust seating arrangement of workplace. 3. Collect required tools, equipment and materials required for the job. 4. Collect information related to the job to be performed. 5. Select appropriate browser. 6. Run Hub Spot CRM Software. 7. Perform troubleshooting (i.e. debugging), if required. 8. Identify various items/actions from dashboard. 9. Go to the meeting panel for setting up the time and duration. 10. Fill-up the “confirm meeting tab”. 11. Go to sales tool and select the meeting option. 12. After continuing with Google calendar or Office 365 calendar, set your availability. 13. Fill-in the question panel with your questions. 14. Logout from your account. 15. Close the application software and clean the work area before leaving. 	
Drawing, Plan, Diagram or Sketch:	
The following picture is an example of the dashboard of automated dialler software:	

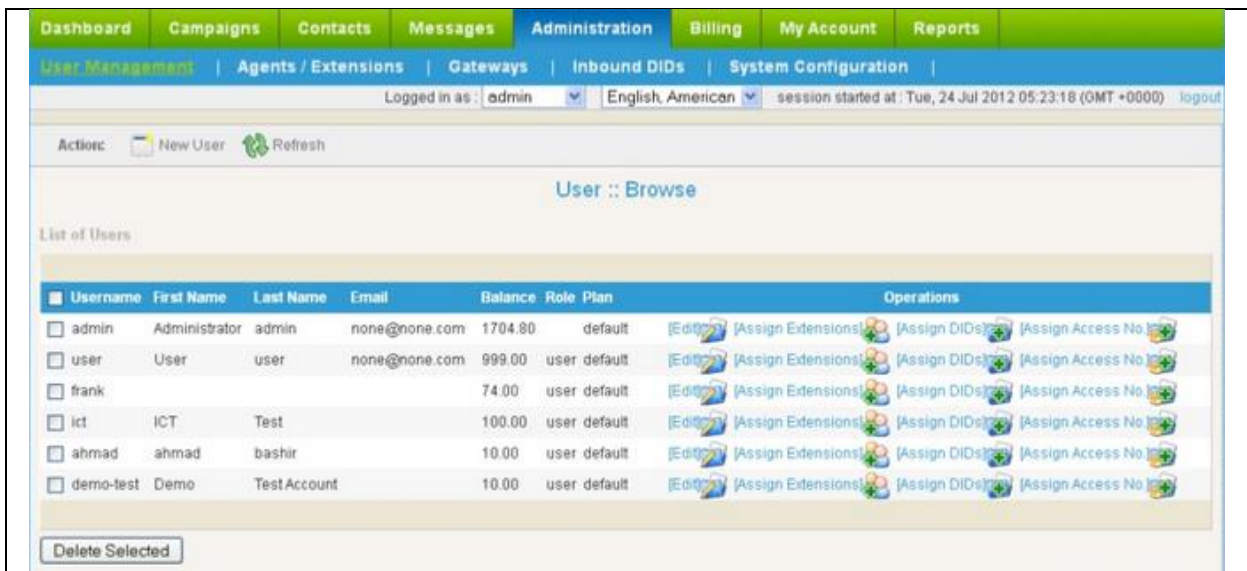


Figure source: <https://www.ictbroadcast.com/call-center-software-and-automated-dialer>

Resources Required:

Tools:	Dialler software Internet connection
Equipment:	Personal computer or laptop (with internet accessibility) Adjustable monitor Adjustable chair Keyboard Mouse
Materials:	Log in information Sample data of agents' call
PPE:	Protective glasses

Set C: Practical Demonstration 2 – Observation Checklist



PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in Professional Customer Service	
Task:	Identify ACW, AHT, Talk Time, EWT, VRU from the call centre Dashboard	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in a courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Specific and relevant information are accessed from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate medium is used to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Inappropriate and conflicting situations are avoided.	<input type="checkbox"/>	<input type="checkbox"/>

Other teammates' tasks are identified and support provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Basic parts of a computer are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Safety signs and symbols are identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Response, evacuation procedures and other contingency measures are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Hazards and risks are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Client's view is interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Questioning techniques are carried out effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operation is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Basic CRM operations are carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Quality monitoring criteria is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace code of conduct is followed as stated in company guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		

<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent			
Candidate Signature:		Date:	
Assessor Signature:		Date:	

Oral Questions (Optional)

ORAL QUESTIONS - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in Professional Customer Service
Unit of Competency	
Generic Competencies	
SEIP-IT-PCS-01-G	Carry out workplace interaction in English
SEIP-IT-PCS-02-G	Operate in a team environment
SEIP-IT-PCS-03-G	Make a presentation
SEIP-IT-PCS-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-PCS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-PCS-02-S	Type documents in Bangla and English
SEIP-IT-PCS-03-S	Use internet and social network
SEIP-IT-PCS-04-S	Comply with ethical standards in the workplace
SEIP-IT-PCS-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-PCS-01-O	Understand professional customer services (PCS)
SEIP-IT-PCS-02-O	Apply effective communication in the workplace
SEIP-IT-PCS-03-O	Apply contact centre management techniques
SEIP-IT-PCS-04-O	Interpret international BPO services
SEIP-IT-PCS-05-O	Use contact centre software in BPO operations
SEIP-IT-PCS-06-O	Comply with service quality requirement
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ these oral questions are based on the performance criteria from all the units of competency in Masonry ▪ oral questions are designed to enable additional assessment of your underpinning knowledge ▪ you should present your responses as directed by the assessor ▪ answer all the questions asked by the assessor as best as possible 	

ORAL QUESTIONS			
Question		Place a ✓ in the appropriate box to show if evidence has been demonstrated competently	
		Yes	No
1.	What is a workplace code of conduct and what is its main purpose? <hr/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	State three important issues from the OHS Policy in IT Sector.	<input type="checkbox"/>	<input type="checkbox"/>
3.	What do you understand with the following visual information?  	<input type="checkbox"/>	<input type="checkbox"/>
4.	What are your key tasks as a Professional Customer Service executive?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Explain the impact of internal relationship of team members.	<input type="checkbox"/>	<input type="checkbox"/>
6.	Name three Bangla keyboard layout.	<input type="checkbox"/>	<input type="checkbox"/>
7.	What is the way to share large files like videos to others over mails?	<input type="checkbox"/>	<input type="checkbox"/>
8.	What are the categories of BPO?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Explain ACD.	<input type="checkbox"/>	<input type="checkbox"/>
10.	State the five W's.	<input type="checkbox"/>	<input type="checkbox"/>
11.	Explain "effective questions".	<input type="checkbox"/>	<input type="checkbox"/>
12.	What type of contact centre can a debt collection be?	<input type="checkbox"/>	<input type="checkbox"/>
13.	What are the segments of BPO depending geographical operation?	<input type="checkbox"/>	<input type="checkbox"/>
14.	State five e-commerce payment systems.	<input type="checkbox"/>	<input type="checkbox"/>
15.	What is the minimum age requirement of customer for voice verification process?	<input type="checkbox"/>	<input type="checkbox"/>
16.	What is a lead in CRM?	<input type="checkbox"/>	<input type="checkbox"/>
17.	What are the core quality monitoring criteria for customer service?	<input type="checkbox"/>	<input type="checkbox"/>
18.	State the ways a customer transection can be checked.	<input type="checkbox"/>	<input type="checkbox"/>
19.	State the common sections of a QSDD.	<input type="checkbox"/>	<input type="checkbox"/>
20.	What is "call score"?	<input type="checkbox"/>	<input type="checkbox"/>
21.	Identify the roles and objectives of an IT work team.	<input type="checkbox"/>	<input type="checkbox"/>


22.	Identify types of interviews and interview techniques.	<input type="checkbox"/>	<input type="checkbox"/>
23.	Why it is important to have emergency plans and procedures in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>
24.	Name 2 typing applications for Bangla and English.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:			
Assessment decision for this assessment activity:			
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent			
Candidate Signature:		Date:	
Assessor Signature:		Date:	

Oral Questioning Guideline

General Guidelines For Effective Questioning	
▪	Keep questions short and focused on one key concept
▪	Ensure that questions are structured
▪	Test the questions to check that they are not ambiguous
▪	Use `open-ended questions such as `what if...?' and `why...?' questions, rather than closed questions
▪	Keep questions clear and straight forward and ask one at a time
▪	Use words that the candidate is able to understand
▪	Look at the candidate when asking questions
▪	Check to ensure that the candidate fully understands the questions
▪	Ask the candidate to clarify or re-phrase their answer if the assessor does not understand the initial response
▪	Confirm the candidate's response by repeating the answer back in his/her own words
▪	Encourage a conversational approach with the candidate when appropriate, to put him or her at ease
▪	Use questions or statements as prompts for keeping focused on the purpose of the questions and the kind of evidence being collected
▪	Use language at a suitable level for the candidate
▪	Listen carefully to the answers for opportunities to find unexpected evidence
▪	Follow up responses with further questions, if useful, to draw out more evidence or to make links between knowledge areas
▪	Compile a list of acceptable responses to ensure reliability of assessments

Oral Questions (Optional) - Answers

Answers are highlighted in **bold** and *italics*.

ORAL QUESTIONS	
Question	Answer
1. What is a workplace code of conduct and what is its main purpose?	<i>A code of conduct states the rules, values, ethical principles and vision of a business. Having a code of conduct in the workplace provides staff with clear standards and expectations of how to do their job.</i>
2. State three important issues from the OHS Policy in IT Sector	<ul style="list-style-type: none"> <i>a. Seating arrangement.</i> <i>b. Radiation protective shield for monitor of glasses for eye.</i> <i>c. Taking break for 10 minutes in every 1 hour of work.</i>
3. What do you understand with the following visual information? 	<ul style="list-style-type: none"> <i>a. No smoking zone</i> <i>b. Fire exit way during emergency</i>
4. State the name of five popular social media.	<ul style="list-style-type: none"> ▪ <i>Facebook</i> ▪ <i>LinkedIn</i> ▪ <i>Instagram</i> ▪ <i>Google+</i> ▪ <i>Hi5</i>
5. Explain the impact of internal relationship of team members.	<ul style="list-style-type: none"> ▪ <i>The better our relationships, the more effectively and efficiently leaders can achieve our desired outcomes.</i> ▪ <i>When two people connect because of mutual respect and admiration, they form a genuine bond that opens the door to trust. They can share ideas and simply enjoy each other. Rather than try to one-up the other, they can ask questions to understand and learn. By exchanging stories, they discover how they might help one another.</i> ▪ <i>Conversations are way more important than emails, newsletters, videos, or conference calls.</i>
6. Name three Bangla keyboard layout.	<ul style="list-style-type: none"> ▪ <i>Bijoy</i> ▪ <i>Proshhika</i> ▪ <i>Avro</i>
7. What is the way to share large files like videos to others over mails?	▪ <i>Put the video file on video sites (like Facebook, YouTube etc), clouds and send the link over mail to the person to be shared.</i>
8. What are the categories of BPO?	<ul style="list-style-type: none"> ▪ <i>Offshore</i> ▪ <i>Onshore</i> ▪ <i>Nearshore</i>
9. Explain ACD.	▪ <i>Automatic call distributor (ACD) system is a computerized system that analyzes incoming calls and distributes the calls based on varying factors.</i>
10. State the five W's.	<ul style="list-style-type: none"> ▪ <i>Who</i> ▪ <i>Why</i> ▪ <i>When</i> ▪ <i>What</i>

		<ul style="list-style-type: none"> ▪ Where
11.	Explain “effective questions”.	<ul style="list-style-type: none"> ▪ Effective questions are questions that are powerful and thought provoking. ▪ Effective questions are open-ended and not leading questions. They are not "why" questions, but rather "what" or "how" questions. ▪ When asking effective questions, it is important to wait for the answer and not provide the answer.
12.	What type of contact centre can a debt collection be?	<ul style="list-style-type: none"> ▪ Out bound contact centre
13.	What are the segments of BPO depending geographical operation?	<ul style="list-style-type: none"> ▪ Off shore ▪ Near shore ▪ On shore
14.	State five e-commerce payment systems.	<ul style="list-style-type: none"> ▪ Credit card ▪ Debit card ▪ Smart card ▪ Mobile banking ▪ E-wallet
15.	What is the minimum age requirement of customer for voice verification process?	<ul style="list-style-type: none"> ▪ 18 years
16.	What is a lead in CRM?	<ul style="list-style-type: none"> ▪ Leads are the potential prospects or customers who are interested in product or company. ▪ They are unqualified contacts or sales opportunities in business. ▪ They are the raw details gathered about individuals or representatives of organizations collected from trade shows, seminars, advertisements and other marketing campaigns.
17.	What are the core quality monitoring criteria for customer service?	<ul style="list-style-type: none"> ▪ Greetings ▪ Soft skill ▪ Knowledge ▪ Closing ▪ Compliance
18.	State the ways a customer transaction can be checked.	<ul style="list-style-type: none"> ▪ Post-delivery check ▪ Live checking ▪ Auto checking
19.	State the common sections of a QSDD.	<ul style="list-style-type: none"> ▪ Opening ▪ Gather/discovery ▪ Resolution ▪ Closing
20.	What is “call score”?	<p>Calls can be scored on a:</p> <ul style="list-style-type: none"> ▪ 1-10 scale, or with the type of A-F letter grades or pass-fail scale or 1-100 scale. ▪ Once grading is complete, the results can be shared with each agent, and additional training scheduled if needed.
21.	Identify the roles and objectives of an IT work team.	<p>The objective of creating teams is to provide a framework that will increase the ability of employees to participate in planning, problem-solving, and decision-making to better serve customers.</p>
22.	Identify types of interviews and interview techniques.	<ul style="list-style-type: none"> ▪ Traditional ▪ Phone ▪ Skype ▪ Case

		<ul style="list-style-type: none"> ▪ Puzzle ▪ Lunch ▪ Group ▪ Working
23.	Why it is important to have emergency plans and procedures in the workplace?	<ul style="list-style-type: none"> ▪ <i>It is important that all workers and employers are aware of these hazards and know what to do to prevent injury or death.</i> ▪ <i>Knowledge, planning, and practice will protect workers with disabilities and save lives.</i>
24.	Name 2 typing applications for Bangla and English.	<ul style="list-style-type: none"> ▪ Easy Bangla ▪ Avro Bangla ▪ Typing Master ▪ KeyBlaze

Assessment Evidence Summary Sheet

EVIDENCE SUMMARY SHEET			
Candidate Name:			
Assessor Name:			
Qualification:	Certificate in Professional Customer Service		
Assessment Centre:			
Date(s) of Assessment:			
The performance of the candidate in the following unit or units of competency and the methods engaged to assess performance are as follows:			
Unit of Competency	Assessment Method	Competent	Not Yet Competent
All units of competency comprising of the qualification	Written Test	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 1 (Set)	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 2 (Set)	<input type="checkbox"/>	<input type="checkbox"/>
	Oral Questioning (optional)	<input type="checkbox"/>	<input type="checkbox"/>
Note: Issuance of a certificate will only be given to a candidate who has successfully been assessed as competent for ALL units of competency.			
Recommendation			
<input type="checkbox"/> Issuance of Statement of Achievement (<i>indicate title of SOA, if full Certificate is not met</i>)	<input type="checkbox"/> Submission of additional documents Specify:	<input type="checkbox"/> Reassessment Specify:	
Did the candidate overall performance meet the required evidence/standard?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Overall Evaluation:	<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
General Comments:			
Candidate Signature:		Date:	
Assessor Signature:		Date:	
Institution Manager Signature:		Date:	

CANDIDATES COPY
(Please presents this form when you claim your Certificate)

ASSESSMENT RESULTS SUMMARY			
Qualification:	Certificate in Professional Customer Service		
Name of Candidate:		Date:	
Name at Assessment Centre:		Date:	
Assessment Results:	<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Recommendation:	<input type="checkbox"/> Issuance of SOA (<i>indicate title of SOA, if full certificate is not met</i>)		
	<input type="checkbox"/> Submission of additional documents – specify:		
	<input type="checkbox"/> Reassessment - specify:		
Assessed by: (name and signature)		Date:	
Attested by: (name and signature):		Date	

Assessment Validation Map

This identifies how the assessment tools in this resource may assess:

- elements and performance criteria
- critical aspects of assessment
- skills and knowledge
- employability skills

Unit of Competency:		SEIP-IT-PCS-01-G – Carry out workplace interaction		
Element	Assessment Evidence Method			
	Written	Practical	Oral	
1. Interpret workplace communication and etiquette.	5	A1, A2, B1, B2, C1, C2	1	
2. Read and understand workplace documents.	1	A1, A2, B1, B2, C1, C2	3	
3. Participate in workplace meetings and discussions.	4, 15	A1, A2, B1, B2, C1, C2		
4. Practice professional ethics at work.	10	A1, A2, B1, B2, C1, C2		
Unit of Competency:		SEIP-IT-PCS-02-G – Operate in a team environment		
Element	Assessment Method			
	Written	Practical	Oral	
1. Identify team goals and work processes.			21	
2. Identify own role and responsibilities within team.	4			
3. Communicate and cooperate with team members.	5	A1, A2, B1, B2, C1, C2	5	
4. Practice problem solving within the team.			10	
Unit of Competency:		SEIP-IT-PCS-03-G – Make a presentation		
Element	Assessment Method			
	Written	Practical	Oral	
1. Prepare written presentation.	7			
2. Identify interview techniques.			22	
3. Prepare official presentation.	8	A1, B1, C1		
Unit of Competency:		SEIP-IT-PCS-04-G – Apply basic IT skills		
Element	Assessment Method			
	Written	Practical	Oral	

4. Identify and use most commonly used IT tools.		A1, B1, C1	
5. Comprehend use of computer.	6	A1, B1, C1	
6. Work with word processing application.		A1, B1, C1	
7. Work with spreadsheet.		A2, B2, C2	
8. Access email and search the internet.	9		7
Unit of Competency:	SEIP-IT-PCS-01-S – Apply occupational health and safety (OHS) in the workplace		
Element	Assessment Method		
	Written	Practical	Oral
1. Identify OHS policies and procedures.	2, 3	A1, A2, B1, B2, C1, C2	2
2. Apply personal health and safety practices.		A1, A2, B1, B2, C1, C2	6
3. Report hazards and risks.		A1, A2, B1, B2, C1, C2	
4. Respond to emergencies.			23
Unit of Competency:	SEIP-IT-PCS-2-0S – Type documents in Bangla and English		
Element	Assessment Method		
	Written	Practical	Oral
1. Install typing applications of Bangla and English.			24
2. Perform typing in Bangla and English.		A1, B1, C1	6
3. Type document using different styles and formats.		A1, B1, C1	
4. Perform touch-typing.		A1, B1, C1	
Unit of Competency:	SEIP-IT-PCS-03-S – Use internet and social network		
Element	Assessment Method		
	Written	Practical	Oral
1. Interpret internet and social network.			4
2. Use audio and video messaging applications.		A1, A2, B1, B2, C1, C2	
3. Use social network.			4
Unit of Competency:	SEIP-IT-PCS-04-S – Comply with ethical standards in the workplace		
Element	Assessment Method		
	Written	Practical	Oral
1. Interpret the interests of clients.		A1, A2, B1, B2, C1, C2	

2. Deliver quality products and services.		A1, A2, B1, B2, C1, C2	
3. Apply professionalism at work.		A1, A2, B1, B2, C1, C2	
4. Comply with workplace code of conduct.	14	A1, A2, B1, B2, C1, C2	
Unit of Competency:	SEIP-IT-PCS-05-S – Acquire soft skills in customer service		
Element	Assessment Method		
	Written	Practical	Oral
1. Understand customer service operations.	11		
2. Identify soft skills requirements in the workplace.		A1, A2, B1, B2, C1, C2	
3. Perform required gesture and posture during customer service.	16	A1, A2, B1, B2, C1, C2	
Unit of Competency:	SEIP-IT-PCS-01-O – Understand professional customer service (PCS)		
Element	Assessment Method		
	Written	Practical	Oral
1. Illustrate concept of professional customer service (PCS).	17		8
2. Identify business process outsourcing (BPO) components.			9
3. Identify functions of contact centre.		A1, B1, C1	
Unit of Competency:	SEIP-IT-PCS-02-O – Apply effective communication in the workplace		
Element	Assessment Method		
	Written	Practical	Oral
1. Identify effective communication.			11
2. Interpret communication techniques.	18		
3. Apply listening techniques.	15	A1, A2, B1, B2, C1, C2	
4. Apply questioning techniques.		A1, A2, B1, B2, C1, C2	10
Unit of Competency:	SEIP-IT-PCS-03-O – Apply contact centre management techniques		
Element	Assessment Method		
	Written	Practical	Oral
1. Identify activities of contact centre.	19		12
2. Apply effective call management techniques.		A1, A2, B1, B2, C1, C2	
3. Manage difficult customers.		A1, B1, C1	
4. Apply customer psychometrics.		A1, A2, B1, B2, C1, C2	

Unit of Competency:	SEIP-IT-PCS-04-O – Interpret international BPO services		
Element	Assessment Method		
	Written	Practical	Oral
1. Recognise international BPO services.		A2, B2, C2	13
2. Interpret online transaction process.	20	A2, B2, C2	14, 15
Unit of Competency:	SEIP-IT-PCS-05-O – Use contact centre software in BPO operations		
Element	Assessment Method		
	Written	Practical	Oral
1. Define customer relationship management (CRM).	12	A2, B2, C2	16
2. Identify functions of dialler.		A2, B2, C2	
3. Apply basic CRM functions.		A2, B2, C2	
Unit of Competency:	SEIP-IT-PCS-06-O – Comply with quality service requirement		
Element	Assessment Method		
	Written	Practical	Oral
1. Identify quality requirement in customer service.		A1, A2, B1, B2, C1, C2	17
2. Carry out quality customer transaction.		A1, A2, B1, B2, C1, C2	18
3. Interpret quality standard definition document (QSDD).	13		19, 20