

UNIT OF COMPETENCE: THHCORO1A (AQF 2) Work with colleagues and customers	
Elements (activities)	Possible sources of evidence
<p>Communicate in the Workplace</p> <ul style="list-style-type: none"> ▪ Open, professional, friendly manner with customers & colleagues ▪ Use appropriate language, tone ▪ Personal body language is considered ▪ Sensitivity to cultural and social differences is shown ▪ Active listening and questioning skills to ensure 2 way communication ▪ Conflicts identified and solutions sought (help from colleagues where required) 	<p>NB</p> <p>Full range of industry contexts to be considered in pre voc training Sector specific training tailored to meet needs of industry. Underpins performance in all other Units</p> <p>Observation Questioning Evidence gathered from workplace Testimonials from clients and colleagues in the workplace Telephone</p>
<p>Provide assistance to internal & external customers</p> <ul style="list-style-type: none"> ▪ Customer needs identified and appropriate products/services provided ▪ Communications are friendly and courteous ▪ Reasonable needs met within acceptable enterprise time frame ▪ Quality of service enhanced where possible ▪ Customer complaints & dissatisfaction handled positively, sensitively, politely ▪ Complaints followed up 	<p>Skills Developments Check list</p> <ul style="list-style-type: none"> ▪ Difficulties they have encountered <p>Peer assessment Role play Self assessment</p>
<p>Maintain personal presentation standards</p> <ul style="list-style-type: none"> ▪ High standards of personal presentation practised for particular contexts and issues 	<p>Work journal Observed tasks carried out Work samples – reports, letters, designs Testimonials from clients and colleagues in the workplace</p>
<p>Work in a team</p> <ul style="list-style-type: none"> ▪ Work team goals jointly identified ▪ Individual tasks identified, prioritised & completed within time frame ▪ Assistance to others given & received when required 	

Evidence demonstrating the total picture of the Unit of competency including:

- Dimensions of competency
- Key competencies
- AQF level
- Workplace application

