

Third Party Reports

The Third Party Report should be completed by a senior member of staff i.e. a supervisor or manager, where possible. The report should cover the points below, with a description to show that the tasks have been witnessed over time, while working with the learner. Examples, times, dates etc. should be included, if possible.

As this unit is about delivering and monitoring a service to customers, you will need to have witnessed the learner within a working or training environment:

1. Identifying customer needs
2. Delivering a service to customers
3. Monitoring and reporting on service delivery.

Ticking yes/no next to the tasks is required, as well as an accompanying report.

Third Party Checklist

Candidate's Name	Rani Doyle	
Assessor or Observer's Name	Eva Hoyos	
Unit of Competence (Code and Title)	BSBCUS301	
Date of Assessment		
Location		
Demonstration Tasks		
Materials and Equipment		
Tasks to be simulated if not witnessed over time:	Yes	No
1. Did the learner use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations?	Y	
2. Did the learner assess customer needs for urgency to determine priorities for service delivery according to organisational and legislative requirements?	Y	
3. Did the learner use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options?	Y	
4. Did the learner identify limitations in addressing customer needs and seek appropriate assistance from designated individuals?	Y	
5. Did the learner provide prompt service to customers to meet identified needs in accordance with organisational and legislative requirements?	Y	
6. Did the learner establish and maintain appropriate rapport with customers to ensure completion of quality service delivery?	Y	
7. Did the learner sensitively and courteously handle customer complaints in accordance with organisational and legislative requirements?	Y	
8. Did the learner provide assistance or respond to customers with specific needs according to organisational and legislative requirements?	Y	
9. Did the learner identify and use available opportunities to promote and enhance services and products to customers?	Y	
10. Did the learner regularly review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements?	Y	

11. Did the learner identify opportunities to enhance the quality of service and products, and pursue within organisational and legislative requirements?	Y	
12. Did the learner monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements?	Y	
13. Did the learner regularly seek customer feedback and use to improve the provision of products and services?	Y	
14. Did the learner ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery?	Y	
The candidate's performance was:	Not Satisfactory	Satisfactory

Further comments:

Candidate's Signature	
Assessor/Observer's Signature	

Third Party Evidence

Confidential Information	
Name of Candidate: Rani Doyle	
RTO: BSBCUS301	
Unit(s) of Competence	

As part of the assessment for the units of competency, we are seeking evidence to support a judgment about the candidate's competence. As part of the evidence of competence we are seeking reports from the supervisor and other people who work closely with the candidate.

Name of the supervisor: Eva Hoyos
Workplace: Securcom Pty Ltd
Address: 79/193 South Pine Rd, Brendale
Phone: 07 3881 6000

Do you understand which evidence/tasks the candidate has provided/performed that you are required to comment on?

Yes

No

As the assessor explains the purpose of the candidates assessment?

Yes

No

Are you aware that the candidate will see a copy of this form?

Yes

No

Are you willing to be contacted should further verification of this statement be required?

Yes

No

What is your relationship to the candidate?	Supervisor
How long have you worked with the person being assessed?	4 months
How closely do you work with the candidate in the area being assessed?	Closely
What is your technical experience and/or qualification (s) in the area being assessed? (Include any assessment or training qualifications.)	

Does the candidate:

- | | |
|--|------------|
| Perform tasks to the industry standards? | Yes |
| Managed job tasks effectively? | Yes |
| Implement safe working practices? | Yes |
| Solve problems on the job? | Yes |
| Work well with others? | Yes |
| Add that to new tasks? | Yes |

With unusual or non-routine situations?		Yes
Overall do you believe the candidate conforms to the standard required by the unit of competency on a consistent basis?	Yes Rani performs to the best of her ability and is always willing to ask if unsure.	
Identify any training needs for the candidate:		

Any other comments: