

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	Jacqueline Basnett		
Assessor or Observer's Name	Craig Bradstreet		
Unit of Competence (Code and Title)	BSBCUS301		
Date of Assessment	24/01/2017		
Location	Loganholme		
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?	✓		
2. Did the learner assess customer needs for urgency to determine priorities for service delivery according to organisational and legislative requirements?	✓		
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?	✓		
4. Did the learner identify limitations in addressing customer needs and seek appropriate assistance from designated individuals?	✓		
5. Did the learner provide prompt service to customers to meet identified needs in accordance with organisational and legislative requirements?	✓		
6. Did the learner establish and maintain appropriate rapport with customers to ensure completion of quality service delivery?	✓		
7. Did the learner sensitively and courteously handle customer complaints in accordance with organisational and legislative requirements?	✓		
8. Did the learner provide assistance or respond to customers with specific needs according to organisational and legislative requirements?	✓		
9. Did the learner identify and use available opportunities to promote and enhance services and products to customers?	✓		
10. Did the learner regularly review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements?	✓		

[illegible]

Third Party Evidence

Confidential Information
Name of Candidate: Jacqueline Basnett
RTO: Embark College
Unit(s) of Competence: BSBCUS301 Deliver & monitor a service to customers

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: Craig Bradstreet
Workplace: Pink Plant Hire & Haulage
Address: 29/8 Riverland Drive, Loganholme
Phone: 07 3806 0023

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?	<i>Manager</i>
How long have you worked with the person being assessed?	<i>2.5 years</i>
How closely do you work with the candidate in the area being assessed?	<i>Daily</i>
What is your technical experience and/or qualification (s) in the area being assessed? (Include any assessment or training qualifications.)	<i>Previous manager of own business & current General Manager</i>

Does the candidate:

Perform tasks to the industry standards?	Yes	No
Managed job tasks effectively?	Yes	No
Implement safe working practices?	Yes	No
Solve problems on the job?	Yes	No
Work well with others?	Yes	No
Add that to new tasks?	Yes	No
With unusual or non-routine situations?	Yes	No

Overall do you believe the candidate conforms to the standard required by the unit of competency on a consistent basis?

yes

Identify any training needs for the candidate:

Any other comments: