

### Third Party Checklist

|                                                                                                                                                                      |                                                      |           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------|
| Candidate's Name                                                                                                                                                     | Gemma Martin                                         |           |
| Assessor or Observer's Name                                                                                                                                          | Grace Martin                                         |           |
| Unit of Competence<br>(Code and Title)                                                                                                                               | BSBCUS301 Deliver and Monitor a Service to customers |           |
| Date of Assessment                                                                                                                                                   |                                                      |           |
| Location                                                                                                                                                             |                                                      |           |
| Demonstration Tasks                                                                                                                                                  |                                                      |           |
| Materials and Equipment                                                                                                                                              |                                                      |           |
| <b>Tasks to be simulated if not witnessed over time:</b>                                                                                                             | <b>Yes</b>                                           | <b>No</b> |
| 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? | ✓                                                    |           |

### Third Party Evidence

|                                        |                          |
|----------------------------------------|--------------------------|
| Name of Candidate                      | Confidential Information |
| RTO:                                   |                          |
| Unit(s) of Competence <u>BSBCUS301</u> |                          |

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: | <u>Grace Martin</u>                   |
| Workplace:              | <u>RHM Building Innovations</u>       |
| Address:                | <u>117 Mt Lindesay Hwy Glenageary</u> |
| Phone:                  | <u>1300 858 746 4285</u>              |

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?                                                                                                 | <u>Employer</u>         |
| How long have you worked with the person being assessed?                                                                                    | <u>3 years.</u>         |
| How closely do you work with the candidate in the area being assessed?                                                                      | <u>Directly.</u>        |
| What is your technical experience and/or qualification (s) in the area being assessed? (Include any assessment or training qualifications.) | <u>Business Manager</u> |

Does the candidate:

|                                          |                                      |                          |
|------------------------------------------|--------------------------------------|--------------------------|
| Perform tasks to the industry standards? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Managed job tasks effectively?           | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Implement safe working practices?        | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Solve problems on the job?               | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Work well with others?                   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Add that to new tasks?                   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| With unusual or non-routine situations?  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

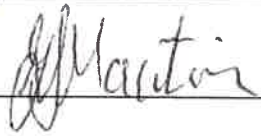
Yes, including both internal & external clients

Identify any training needs for the candidate:

Ongoing on the job dealing with new situations as they arise.

Any other comments:

N/A

|                                                                                                                                                                                                                |                                                                                     |                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------|
| 11. Did the learner identify opportunities to enhance the quality of service and products, and pursue within organisational and legislative requirements?                                                      | ✓                                                                                   |                |
| 12. Did the learner monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements?                                                                                 | ✓                                                                                   |                |
| 13. Did the learner regularly seek customer feedback and use to improve the provision of products and services?                                                                                                | ✓                                                                                   |                |
| 14. Did the learner ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery?                                                                            | ✓                                                                                   |                |
| The candidate's performance was:                                                                                                                                                                               | Not Satisfactory                                                                    | Satisfactory ✓ |
| <p><b>Further comments:</b></p> <p>Gemma deals with both internal &amp; external clients with attention to detail, respect &amp; follows up. Contact is through email, phone &amp; face to face engagement</p> |                                                                                     |                |
| Candidate's Signature                                                                                                                                                                                          |  |                |
| Assessor/Observer's Signature                                                                                                                                                                                  |  |                |