Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Testing Operations

Title	Evaluate customer's requests on testing services
Code	105765L5
Range	The unit of competency (UoC) covers the abilities to critically evaluate the requests on testing services from customers, review the contract on testing services and respond to customers with accurate and relevant information in compliance with the laboratory / accreditation requirements.
Level	5
Credit	2 （For Reference Only）
Competency	Performance Requirements 1. Possess knowledge of evaluating customer's requests on testing services • Describe procedures relating to customer service and communication methods. • Explain technical details of test methods, data and sample collection and the key features of testing results. • Analyse customer information about laboratory products and services.. • Employ the procedures for reviewing the contract terms and conditions. 2. Evaluate customer's requests on testing services and provide appropriate response to customer • Clarify and confirm the source, nature and priority of the request. • Critically evaluate the request to generate the required information given the priority and costs involved. • Ensure that the information is accurate, relevant and complies with laboratory / accreditation requirements. • Compile a range of information to customer using appropriate technical terminology through the most appropriate communication method. • Check that the response has met the customer's needs and take appropriate actions if required. • Review and liaise the contract terms and conditions with the customer. • Record and document all information and responses accurately in accordance with laboratory procedures. 3. Exhibit professionalism • Deal with the customer politely, efficiently and appropriately in accordance with laboratory procedures. • Maintain security and confidentiality of information according to code of conduct of the laboratory.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • critically evaluate and assess customer's requests on testing services to generate and synthesise the required information, • compile a range of response information that is accurate and relevant and communicate the response with the customer in an efficient and polite manner, taking into account of the customer's needs.
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