

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

Functional Area - Inspection Operations

Title	Evaluate customer's requests on inspection services
Code	105909L5
Range	The unit of competency (UoC) covers the abilities to critically evaluate the requests on inspection services from customers and respond to customers with accurate and relevant information in compliance with organisation and accreditation requirements.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of evaluating customer's requests on inspection services</p> <ul style="list-style-type: none"> • Describe procedures relating to customer service and communication methods. • Explain technical details of inspection methods and procedures, inspection planning, sampling, recording of inspection observations and the key features of inspection reports and inspection certificates. • Analyse customer information about inspection services. • Employ the procedures for reviewing the contract terms and conditions. <p>2. Evaluate customer's requests on inspection services and provide appropriate response to customer</p> <ul style="list-style-type: none"> • 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. • Compile a range of information to customer by 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, e.g. check if the activities of customer's organisation fall within the scope of the inspection body being accredited. • Review and liaise the contract terms and conditions with the customer. • Record and document all information and responses accurately in accordance with operating procedures set out by the inspection body. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Deal with the customer politely, efficiently and appropriately in accordance with operating procedures of the inspection body. • Maintain security and confidentiality of customer's information according to the code of conduct of the inspection body.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • critically evaluate customer's requests on inspection 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.
Remark	