VETASSESS

Information sheet

Customer Service Manager

ANZSCO: 149212 **Group C**

About this document

- The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education.
- The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Job description

A Customer Service Manager plans, administers and reviews customer services and after-sales services, and maintains sound customer relations.

Occupations considered suitable under this ANZSCO code:

- Client Service Manager
- Service Manager
- Customer Experience Manager

Occupations not considered under this ANZSCO code:

- Call or Contact Centre Manager
- Customer Service Agent or Supervisor
- Operations Manager
- Retail Manager
- Technical Support Manager
- Client Relationship Manager

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

Customer Service Manager is a VETASSESS Group C occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Diploma or higher.
Applicants can fulfil the assessment criteria for this occupation in one of four ways.

GROUP C	Criteria for a positive Skills Assessment			
	Post-qualification Pathways			
	Minimum comparable Diploma or higher AQF level	**With highly relevant major field of study**	**Additional highly relevant qualifications**	**Highly relevant employment duration**
1	AQF +	+	N/A +	1 YEAR minimum
2	AQF +	No highly relevant major +	AQF Minimum AQF Certificate IV level with highly relevant major +	1 YEAR minimum
3	AQF +	No highly relevant major +	No additional highly relevant qualifications +	2 YEARS minimum
	Pre-qualification Pathway			
	Highly Relevant employment duration			**Minimum comparable Diploma or higher AQF level**
4	3 YEARS minimum + 1 YEAR minimum + Within last 5 years		With or without highly relevant major field of study +	AQF

Description of Pathways

The information below describes the available pathways for a Skills Assessment under **Group C** . Please note that in order to achieve a successful Skills Assessment Outcome, a suitable assessment for both qualifications and employment is required.

Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Certificate IV level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Certificate IV.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Program or Project Administrator completed a non-relevant AQF Diploma qualification in April 2024 and later completed an AQF Certificate IV in Project Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group C occupation through the AQF Diploma qualification. Accordingly, employment is counted from the completion date of the Diploma qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Certificate IV qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only one year of QP is required, and that employment may be counted from the post-Diploma period rather than from the Certificate IV qualification completion date.

Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher with or without a highly relevant major field of study to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **four** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Qualification

*This includes qualifications assessed at AQF Advanced Diploma, Associate Degree, Bachelor, Master and Doctoral level.

Highly relevant major fields of study include:

- Business Management
- Customer Service Management

Employment

Highly relevant tasks include:

- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided.
- providing direction and feedback to team members and assisting with recruitment.
- managing, motivating and developing staff providing customer services.
- planning and implementing after-sales services to follow up customer satisfaction, ensure performance of goods purchased, and modify and improve services provided.
- liaising with other organisational units, service agents and customers to identify and respond to customer expectations.

Employment information

Customer Service Managers or Customer Experience Managers are responsible for managing the relationships between an organisation and its customers or clients. They often provide after-sales support to customers, manage complaint handling, refund requests and other feedback. They are often responsible for developing an organisation's customer service policies and training other staff members about how to deliver a high level of service and build positive customer relationships.

In order to be assessed positively as a Customer Service Manager, applicants must demonstrate knowledge of, and the ability to, manage customer service standards (including external frameworks and standards), practice and protocols for the company.

The role should be a dedicated customer service one, but would need to connect with other organisational units to ensure customer service excellence across all areas.

Positions based in a front-line retail setting, and positions predominately involving direct client transactional interaction on a regular basis will not be accepted for this occupation.

Although some operational tasks can be part of the role of Customer Service Manager, positions with an exclusive focus on operations management may not be accepted for this occupation.

Supporting material for assessment

Applicants nominating this managerial occupation must submit an organisational chart. An organisational chart should include:

- The company letterhead,
- Your job position,
- The job position of your superiors and subordinates, as well as,
- All positions reporting to your immediate supervisor and to your direct subordinates.

If you are unable to obtain an organisational chart from your employer, please provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.