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Context of and specific resources for
assessment . Assessment must ensure:
access to an actual workplace or
simulated environment; access to office
equipment and resources; examples of
customer complaints, feedback and
strategies. Method of assessment . A
range of assessment methods should be
used to assess practical skills and
knowledge.

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by you (the assessor) will result in
evidence being generated by the
student targeting this unit of

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competency. The evidence is kept by the RTO

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