



Australian Government

Assessment Requirements for SIFXCSS004

Coordinate interaction with clients

Release: 1

Assessment Requirements for SIFXCSS004 Coordinate interaction with clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- provide feedback to team members on customer service provided including addressing any deficiencies.
- report resolutions of client complaints according to workplace policies and procedures
- provide feedback to management on operational customer service matters.

Evidence of performance of coordinating interaction with clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- clients and stakeholders of funeral industry organisations, including:
 - internal or external
 - other agencies
 - individual members of the organisation
 - individual members of the public
- aims and characteristics of customer service standards, including:
 - identification of clients' special needs
 - timely provision of services
 - provision of feedback
 - resolution of complaints
- processes for monitoring service standards, including continuous improvement methods
- workplace policies and procedures in relation to customer service and dealing with complaints
- relevant federal, state or territory, and local government legislation and regulations relating to consumer protection and funeral services, burials and cremations
- range of social, religious and cultural differences and traditions of the organisation's clientele
- protocols used by the funeral services industry for effective communication.

Assessment Conditions

Skills must be demonstrated in funeral services workplace where customer service of a funeral services organisation can be monitored:

- using suitable equipment and resources, including:
 - communication technologies
 - documentation, including service standards and client complaints
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members, management and clients

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>