



Australian Government

SIFXCSS004 Coordinate interaction with clients

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement and coordinate the customer service standards of a funeral services organisation. It applies to staff responsible for monitoring team members' interaction with clients and ensuring that all work is carried out according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Implement customer service standards.

2. Implement workplace policy regarding client complaints.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify workplace customer service standards.
 - 1.2 Communicate workplace customer service standards to team members.
 - 1.3 Monitor implementation of customer service standards.
 - 1.4 Recognise deficiencies in service provision and take corrective action.
 - 1.5 Provide feedback on quality of service provision to team members and management.
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- 2.1 Monitor client complaints.
 - 2.2 Take corrective action to resolve client complaints.
 - 2.3 Identify special needs of clients to apply the appropriate response.

- 3. Communicate with management.
 - 3.1 Refer customer service issues that may affect workplace operation to management.
 - 3.2 Provide information on enquiry types and flows and changing client needs to management in order to facilitate customer service planning.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFCCS004A Coordinate interaction with clients.

Links

Companion Volume implementation guides are found in VETNet -

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