



Australian Government

SIFXCSS001 Provide service to clients

Release: 1

SIFXCSS001 Provide service to clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from internal and external funeral services clients. It applies to all staff working in the funeral services industry and involves ensuring that all work is performed 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Receive and process client enquiries.	1.1 Receive client enquiries courteously and efficiently. 1.2 Clarify client needs or concerns, including any social and cultural needs. 1.3 Interact with clients with social and cultural sensitivity. 1.4 Seek assistance from manager or appropriate team member where required.
2. Deal with client feedback and complaints.	2.1 Assess options and solutions and provide information to clients. 2.2 Identify implications of options and solutions for clients and workplace. 2.3 Analyse appropriate options for resolution and explain and negotiate a resolution with client.
3. Finalise resolution.	3.1 Refer matters beyond scope of own authority to appropriate personnel. 3.2 Record and report details of client enquiries, feedback and complaints.

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

SIFCCS001B Provide service to clients.

Links

Companion Volume implementation guides are found in VETNet -

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