Assessment Requirements for SIRXCEG001 Engage the customer

# Modification History

Not applicable.

# Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

* contribute to a customer service culture by providing customer service, in line with organisational service standards, across four different customer interactions
* for the above four customer interactions, individually or cumulatively involve:
* customers from diverse backgrounds
* resolution of two routine customer problems
* provision of accurate information to address two general customer enquiries
* referral of unresolved customer enquiry
* use of effective communication techniques and positive body language.

# Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

* organisational service standards and procedures for:
* designated customer service response times
* interacting with customers
* solving routine customer problems
* providing information to customers
* basic principles for achieving positive customer service
* verbal and non-verbal communication
* techniques for effective communication:
* open and closed questioning
* paraphrasing
* effective listening
* voice tonality and volume
* body language and its role in customer service
* effective communication strategies for interacting with customers of diverse backgrounds
* commercial impact of:
* positive customer service
* poor customer service
* organisational information and sources of information to assist customer with customer enquiries.

# Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

* an industry workplace
* a simulated industry environment.

Assessment must ensure access to:

* relevant documentation:
* organisational service standards and procedures for:
* designated customer service response times
* interacting with customers
* solving routine customer problems
* providing information to customers
* customers from a diverse range of backgrounds; these can be:
* individuals in an industry workplace, or
* individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations’ requirements for assessors.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>