



Australian Government

Assessment Requirements for SIRXCEG001 Engage the customer

Release: 1

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>