



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRXIND101 Work effectively in a customer service environment**

**Release: 1**

## SIRXIND101 Work effectively in a customer service environment

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXIND001B Work effectively in a retail environment.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work effectively in a customer service business environment.

### Application of the Unit

This unit applies to individuals working as effective frontline staff in retail stores and personal services settings, within the context of the organisational goals, customer service values and standards.

A person undertaking this role works under supervision and guidance from others.

### Licensing/Regulatory Information

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

### Pre-Requisites

Nil

### Employability Skills Information

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

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Work within organisational requirements.

- 1.1. Identify and read ***organisation's requirements*** and responsibilities and seek advice from ***appropriate people*** where necessary.
- 1.2. Interpret staff rosters and provide sufficient notice of unavailability for rostered hours according to workplace policy and procedures.
- 1.3. Develop and use a current working knowledge and understanding of ***employee and employer rights and responsibilities***.
- 1.4. Comply with relevant duty of care and legal responsibilities, and support ***organisational culture***.
- 1.5. Identify roles and responsibilities of colleagues and immediate supervisors.
- 1.6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.
- 1.7. Identify, recognise and follow ***behaviour that contributes to a safe and sustainable work environment***.

2. Support the work team.

- 2.1. Display courteous and helpful behaviour at all times.
- 2.2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
- 2.3. Complete allocated tasks as required.
- 2.4. Seek assistance when difficulties arise.
- 2.5. Use questioning techniques to clarify instructions or responsibilities.
- 2.6. Identify and display a non discriminatory attitude in all contacts with customers and other staff members.

3. Maintain personal presentation.

- 3.1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.
- 3.2. Follow personal hygiene procedures according to organisational policy and relevant legislation.

4. Develop effective work habits.

- 4.1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.

- 4.2. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.
- 4.3. Ask questions to seek and clarify workplace information.
- 4.4. Plan and organise *daily work routine* within the scope of the job role.
- 4.5. Prioritise and complete *tasks* according to required timeframes.
- 4.6. Identify *work and personal priorities* and achieve a balance between competing priorities.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication and interpersonal skills to:
  - ask questions to identify and confirm requirements
  - follow routine instructions through clear and direct communication
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- literacy skills to:
  - interpret and follow workplace policies and procedures
  - process relevant workplace documentation
- personal presentation skills to comply with workplace presentation and dress code
- planning and organising skills to manage tasks within workplace timeframes
- problem-solving skills to solve routine problems
- technology skills to select and use technology appropriate for a task

### Required knowledge

- industry awards and agreements that relate to personal job role and terms and conditions of employment
- employer and employee responsibilities under an Australian apprenticeship contract of training where applicable
- relevant legislation and statutory requirements, such as:
  - equal employment opportunity (EEO) legislation
  - work health and safety (WHS)
  - privacy
  - anti-discrimination legislation
  - workplace relations
- workplace policies, plans and procedures, including:
  - dealing with grievances
  - discriminatory behaviour
  - equal opportunity issues
  - harassment
  - hygiene and presentation
  - staff rosters and notification of shift availability or non-attendance
  - providing customer service to colleagues and customers
  - workplace ethics
  - staff counselling and disciplinary procedures
- workplace organisational structure

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- identifies, locates and articulates the organisation's requirements, including goals and values
- demonstrates work practices that reflect the relationship between own role and organisational requirements
- demonstrates knowledge of workplace procedures for upholding employee and employer rights and responsibilities
- applies workplace dress, hygiene and personal presentation requirements.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a real or simulated retail work environment
- relevant documentation, such as:
  - workplace goals and values
  - workplace policies and procedures relating to:
    - WHS
    - customer service
    - personal dress, hygiene and presentation
    - rights and responsibilities of employees
    - awards and agreements.

### **Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- observation of demonstrated techniques
- evaluation of time-management strategies applied to work duties
- written or oral questions appropriate to the language and literacy level of the learner to test knowledge that may include workplace policies and procedures.

### **Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, salon and job role, for example:

- SIRXCOM101 Communicate in the workplace to

support team and customer outcomes.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Organisation's requirements*** may include:

- access and equity principles and practice
- anti-discrimination and related policy
- business and performance plans
- ethical standards
- goals, objectives, plans, systems and processes
- legal and organisation policies, guidelines and requirements
- modes of communication
- interaction with other team members
- interaction with management
- WHS policies, procedures and programs
- quality and continuous improvement processes and standards.

***Appropriate people*** may include:

- colleagues
- supervisors
- managers
- senior operators.

***Employee rights and responsibilities*** may include:

- attendance
- confidentiality and privacy of the business, client and colleague information
- knowing the terms and conditions of own employment
- obeying lawful orders
- protection from discrimination and sexual harassment
- punctuality
- right to union representation
- safety and care with respect to WHS.

***Employer rights and responsibilities*** may include:

- responsibility of providing a safe environment free from discrimination and sexual harassment according to relevant state or territory and commonwealth anti-discrimination legislation
- right to counsel or dismiss employees if they:

- are negligent, careless or cause an accident
  - commit a criminal offence
  - commit acts of disloyalty, such as revealing confidential information.
- Organisational culture*** may include:
- chain of command
  - mission statement
  - organisational structure, including own position and role within the structure
  - organisational goals, values and behaviours
  - workplace policies, procedures and quality assurance manuals relating to:
    - contact with customers
    - interaction with other team members
    - interaction with supervision and management
    - job descriptions and responsibilities.
- Behaviour that contributes to a safe and sustainable work environment*** may include:
- discussing and negotiating problems and tasks with other team members
  - identifying and reporting risks or hazards
  - listening to the ideas and opinions of others in the team
  - sharing knowledge and skills
  - solving problems as a team
  - using equipment according to guidelines
  - implementing environmental protection procedures, such as:
    - waste minimisation
    - recycling
    - reuse
    - energy efficiency, e.g. electricity saving devices and practices
    - waste disposal
    - resource management
    - water efficiency.
- Daily work routine*** may include:
- interacting with customers
  - interacting with supervisors and other staff members
  - handling the telephone
  - organising and maintaining work areas
  - maintaining merchandise and displays
  - observing scheduled breaks
  - assisting other team members
  - working within required timelines.
- Tasks*** may be:
- routine
  - rostered



***Work and personal priorities*** may include:

- non-routine.
- work and life balance and other commitments, including:
  - school
  - homework
  - home and family
  - cultural practices
  - parties and friends
  - other jobs.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Industry