



Australian Government

Assessment Requirements for SISXCCS001 Provide quality service

Release: 1

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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:

- provide programs and services to clients with varying needs and expectations over at least three service periods ensuring that:
 - services match client needs and expectations
 - personal presentation standards meet organisational standards
 - client appointment times are organised and confirmed
 - service is provided in a timely manner
 - client confidentiality and privacy is maintained
 - complaints are resolved or referred as required
- interact with clients in a polite and courteous manner using appropriate communication strategies and organisational channels to provide relevant information.

Knowledge Evidence

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

- relevant legislation related to customer service:
 - consumer law
 - equal opportunity
 - work health and safety/occupational health and safety
 - promotions
- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints:
 - communication protocols
 - complaint procedures
 - customer service procedures
 - reporting procedures
 - personal presentation
 - privacy
 - record keeping procedures

- communication mediums required to provide service to clients and colleagues
- conflict resolution strategies
- awareness of customs and practices of various social and cultural groups within Australia, to assist with meeting client needs and expectations in regards to:
 - modes of greeting, farewelling and conversation
 - body language, e.g. body gestures,
 - formality of language
 - clothing
- services and products within the organisation that may be suited to particular clients
- principles and benefits of enhanced customer service experiences and positive communication.

Assessment Conditions

Skills must be demonstrated in:

- a client service delivery environment. This can be a workplace or simulated environment.

Assessment must ensure use of:

- clients with whom the individual can interact; these can be:
 - clients in an industry workplace who are assisted by the individual during the assessment process or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessment must ensure access to:

- organisational policies and procedures related to the customer service as specified in the Knowledge Evidence
- relevant legislation related to customer service, as specified in the Knowledge Evidence
- sources of information on related services
- computers and databases.

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

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>