



Australian Government

Assessment Requirements for SISXCCS002 Coordinate client service activities

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:

- develop, evaluate and review practices in at least three of the following client service activities:
 - quality or delivery of services
 - quality or delivery of products
 - hours of operation
 - equipment provision
 - facility provision
- monitor the delivery and effectiveness of client service systems over three service periods
- develop comprehensive policies and procedures for client service standards relating to at least five of the following:
 - complaint procedures
 - organisational report forms
 - quality systems, standards and guidelines
 - procedures manuals
 - product or service manuals, labels and instructions
 - staff appearance and presentation requirements
 - continuous quality improvement
 - product quality
 - response times
 - staff training for:
 - customer service
 - technical skills.

Knowledge Evidence

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

- principles of quality customer service
- the specific industry sector:
 - professional service standards for service industry personnel

- attitudes and attributes expected by the service industries to work with customers
- roles and responsibilities of management, supervisors and operational personnel in providing quality client service
- sources of information on current service trends and changes that affect service delivery
- methods of implementing quality service provision:
 - developing, implementing and monitoring customer service policies and procedures
 - involving staff in the development of client service practices
 - evaluating staff and customer feedback
- methods of monitoring, measuring and evaluating:
 - customer satisfaction
 - business performance
- objectives, components and comprehensive details of consumer protection laws that relate to client service activities, and the business' responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when unable
- a range of formats for and content of policies and procedures.

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:

- staff, colleagues and/or clients to be involved in the process of providing client service activities; these can be:
 - staff, colleagues and/or 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:

- current plain English regulatory documents distributed by government consumer protection regulators
- codes of practice and standards issued by industry groups
- sources of information on client service needs, complaints and feedback.

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=1ca50016-24d2-4161-a044-d3faa200268b>