



Australian Government

Assessment Requirements for SISXCCS003

Address client needs

Release: 1

Assessment Requirements for SISXCCS003 Address client needs

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 professional and personalised client services within commercial time constraints and designated response times that meet client expectations in relation to at least three of the following:
 - general assistance
 - special requests
 - fitness programs
 - recreational activities
 - aquatics based programs
 - sport based programs
- communicate with customers from each of the following categories in providing a total client service experience:
 - different ages
 - different social and cultural backgrounds
 - special needs
- negotiate with client to address any areas where clients are experiencing difficulties or concerns
- customise services to the individual's needs.

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
- detailed product knowledge to recommend customised solutions to meet client needs
- services offered by other providers to make recommendations to clients when their needs cannot be met
- principles and benefits of enhanced customer service experiences and positive communication
- techniques to anticipate customer preferences, needs and expectations throughout the service experience
- methods for enhancing service delivery in response to staff and customer feedback
- conflict resolution strategies to enable safe and satisfactory delivery of client service and resolution of complaints
- the specific industry sector:
 - professional service standards and protocols for service industry personnel
 - attitudes and attributes expected by the service industries to work with customers
 - different customer service needs and expectations
- the particular organisation:
 - designated response times for providing service and resolving complaints
 - customer service policies and procedures, including those for complaint handling
 - promotional services offered.

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:

- documentation related to service provision and organisational policies and procedures for customer service:
 - staff codes of behaviour
 - documentation requirements
 - quality systems, standards and guidelines
 - customer service and feedback requirements
- 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.

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>