Assessment Requirements for SISXCCS003
Address client needs
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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 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