



Australian Government

SISXCCS003 Address client needs

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage ongoing and sometimes complex relationships with clients. It requires the ability to match client services to client needs and to be familiar with service provision options that can be negotiated with the client and customised to meet their needs.

This unit applies to individuals who work in a client service delivery role such as program developers and coordinators, competition organisers, trip leaders, after-school or holiday-care coordinators, logistics coordinators and sports trainers in work environments such as community recreation centres, aquatics centres and camps.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify client needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Establish rapport with clients.

1.2 Identify and confirm client needs, expectations and preferences.

1.3 Explain available services to client using appropriate communication strategies.

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| 2. Recommend services. | 2.1 Develop and maintain knowledge of client services. |
| | 2.2 Research and compare other relevant available services. |
| | 2.3 Match client needs to available services and respond to client queries and requests. |
| | 2.4 Identify gaps in service provision in relation to client needs. |
| | 2.5 Recommend alternative services when needs cannot be met. |
| 3. Customise services. | 3.1 Assist client to evaluate service options according to their needs. |
| | 3.2 Determine and prioritise preferred service option. |
| | 3.3 Identify potential areas of difficulty in client service delivery and take action to meet needs. |
| | 3.4 Develop customised solutions specific to customer requirements. |
| | 3.5 Negotiate and confirm solutions with client. |
| 4. Confirm services. | 4.1 Complete documentation as required according to organisational policies and procedures. |
| | 4.2 Refer client to appropriate personnel and follow up to ensure satisfaction with service provision. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

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| Reading skills to: | • interpret documentation in relation to service delivery. |
| Problem-solving skills to: | • negotiate modifications and solutions to address specific client needs. |

Unit Mapping Information

SISXCCS404A Address client needs

Links

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

