



**Australian Government**

# **Assessment Requirements for SISXCCS004**

## **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:

- communicate effectively to identify and respond to the needs of six different sport, fitness, aquatic or recreation clients
- across the above six customer interactions, cover:
  - face-to-face client service
  - service via written media
  - service via the telephone
  - response to two different client complaints.

## Knowledge Evidence

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

- organisational procedures for client service and complaint handling
- basic requirements of consumer law for refunds, exchanges and organisational responsibility for supplying products and services as described or substituting suitable products and services when unable
- principles and practices of quality client service and positive communication
- techniques for effective communication:
  - open and closed questioning
  - paraphrasing
  - active listening
- effective techniques for responding to customer complaints
- effective communication strategies for interacting with clients from diverse cultural backgrounds
- communication conventions for delivering quality service and providing information via:
  - face-to-face interactions, including appropriate:
    - voice tonality and volume
    - body language
    - gestures
  - written media including emails and online platforms

- the telephone
- specific to the sport, fitness, aquatic or recreation environment:
  - typical organisational client service standards, including designated response times for client contact
  - attitudes and attributes expected of service personnel to work with clients
  - personal presentation standards for service personnel
  - common client service and complaint handling role responsibilities, boundaries and reporting lines for service personnel
- features and benefits of different types of products and services offered by the organisation.

## Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated industry environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with clients; these can be:
  - clients in an industry workplace, or
  - individuals who participate in simulated activities used for the purpose of skills assessment
- information about organisational products and services
- organisational procedures for client service and complaint handling.

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>