



Australian Government

SISXCCS004 Provide quality service

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to address the needs, preferences and expectations of clients, promote programs, services and facilities, and provide initial response to client complaints. Service provision could be face-to-face, via electronic means or over the telephone.

This unit applies to any type of sport, fitness, aquatic or recreation organisation including commercial, not-for-profit, community and government organisations. It applies to individuals working in a range of sport, fitness, aquatic or recreation service roles at different levels of responsibility.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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. Address client needs and expectations.

PERFORMANCE CRITERIA

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

- 1.1. Establish rapport with client using clear and positive communication suited to the communication medium.
- 1.2. Identify and confirm client needs, preferences, and expectations through active questioning.
- 1.3. Provide information about available programs, services and

- facilities suited to identified client requirements.
- 1.4. Actively engage with client to explain the features and benefits of different services.
 - 1.5. Identify personal limitations in addressing client needs and seek support from relevant personnel.
2. Provide quality service experience.
 - 2.1. Provide professional and personalised service to meet client needs.
 - 2.2. Anticipate client needs, preferences and expectations throughout the provision of services.
 - 2.3. Meet all reasonable client requests promptly and explain alternate service offerings that may suit needs.
 - 2.4. Confirm client satisfaction and implement appropriate adjustments to service as required.
 3. Respond to customer complaints.
 - 3.1. Resolve routine customer problems according to own level of responsibility and organisational procedures.
 - 3.2. Respond promptly to client complaints in a positive and cooperative manner and establish the nature and details of the issue.
 - 3.3. Refer unresolved complaints to appropriate personnel for action according to organisational procedures.

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
Reading skills to:	<ul style="list-style-type: none"> interpret detailed and familiar organisational client service procedures interpret written client enquiries of varying complexity.
Writing skills to:	<ul style="list-style-type: none"> produce clear and concise customer messages, notes, emails and online communications.
Oral communication skills to:	<ul style="list-style-type: none"> ask open and closed probe questions and actively listen to elicit information from clients and to determine client understanding of information provided.
Initiative and enterprise skills to:	<ul style="list-style-type: none"> act on feedback from clients to improve quality of own service provision.

Unit Mapping Information

Supersedes and is equivalent to SISXCCS001 Provide quality service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>