



Australian Government

SISXCCS005 Monitor and evaluate customer service

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor customer service and evaluate the quality of service provision. It requires the ability to report on service provision and make recommendations for change to service standards, policies and procedures.

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 senior personnel, including supervisors and managers, who operate independently or with limited guidance from others.

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. Support implementation of client service standards and systems.

PERFORMANCE CRITERIA

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

- 1.1. Monitor implementation of organisational client service standards and systems by staff members.
- 1.2. Observe service delivery, identify successes and gaps in staff standard of service and provide constructive feedback.
- 1.3. Take immediate corrective action where necessary to

- improve client service delivery.
- 1.4. Identify and diagnose problems with service delivery.
- 1.5. Identify required training for staff members to achieve required service standards.
2. Evaluate and report client feedback.
- 2.1. Seek formal feedback from clients and staff according to organisational requirements.
- 2.2. Collate feedback and identify client service issues and satisfaction trends.
- 2.3. Report conclusions and recommendations to address service issues.
- 2.4. Provide recommendations on refinement and future development of client service standards, policies and 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:	• interpret organisational documents of varying complexity including client service standards, policies and procedures • interpret the intent and extract relevant content of client opinions.
Writing skills to:	• produce cohesive evaluation reports using language suitable for purpose and audience • present factual information without ambiguity • summarise and paraphrase diverse customer and staff opinions without altering meaning.
Numeracy skills to:	• interpret fundamental numerical data and complete routine calculations.
Initiative and enterprise skills to:	• critically evaluate successes and failures of client service provision to suggest improvements.
Teamwork skills to:	• provide clear and effective feedback to encourage and support the provision of consistent and quality client service provision.

Unit Mapping Information

Supersedes and is not equivalent to SISXCCS002 Coordinate client service activities.

Links

Companion Volume implementation guides are found in VETNet -

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