



Australian Government

SISXCCS201A Provide customer service

Release: 3

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Modification History

The release details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Release	Comments
3	Reduction of repetition. No changes to competency outcome.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service to clients at an introductory level. The unit focuses on the application of organisational policies and procedures to identify and effectively respond to client needs and to promptly receive and respond to complaints and feedback.

Application of the Unit

This unit applies to all personnel working in a range of roles in sport, fitness and recreation environments who have customer-service roles. It applies to individuals working in aquatic centres, community centres or indoor activity centres, as well as to those working as coaches, instructors, trainers or guides and volunteers in indoor and outdoor settings with a range of client groups.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements

Performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|---|---|
| 1. Deliver service to clients. | <p>1.1. Identify <i>client</i> needs and requests using appropriate communication techniques and according to <i>organisational policies and procedures</i>.</p> <p>1.2. Refer requests to supervisor as required.</p> <p>1.3. Identify and anticipate possible problems and take action to minimise the effect on client satisfaction.</p> <p>1.4. Recognise and act on opportunities to deliver additional levels of service beyond the client's immediate request.</p> <p>1.5. Encourage repeat custom by promoting organisation services and products where appropriate.</p> <p>1.6. Record client details and information as required.</p> |
| 2. Respond to complaints. | <p>2.1. Receive <i>complaints</i> from clients</p> <p>2.2. Establish nature of complaint and confirm with the client.</p> <p>2.3. Implement organisation complaint-resolution procedures.</p> <p>2.4. Refer unresolved complaints to supervisor.</p> <p>2.5. Document complaints.</p> |
| 3. Identify special client requirements | <p>3.1. Identify <i>clients with specific needs</i> or requests.</p> <p>3.2. Service, refer or redirect client needs.</p> <p>3.3. Document special client needs and requests.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - listen to and clarify client requests
 - receive, acknowledge and clarify client complaints
 - liaise with other staff members to refer and follow up complaints
 - communicate outcomes to clients
- problem-solving skills to:
 - identify problems in responding to client requests and implement actions to promote client satisfaction
 - assess complaints, identify appropriate actions to resolve the complaints, and decide when to refer to a supervisor
- self-management skills to recognise and act within level of own role and responsibilities when receiving client requests and dealing with complaints
- customer service techniques to meet client requirements and requests, develop rapport and promote suitable products and services
- language and literacy skills to develop service knowledge and complete documentation related to client requests and complaints.

Required knowledge

- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints
- industry sector and organisation specific customer service protocols
- standards of personal presentation that apply to the sport, fitness and recreation industry and the organisation in particular
- knowledge of different cultural groups and appropriate communication protocols
- conflict-resolution strategies to enable safe and satisfactory delivery of client service and resolution of complaints.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- correctly identify client needs and provides accurate information about the organisation's services and products
- receive and respond to client requests and complaints according to organisation requirements and develop a rapport with clients by using communication strategies in the provision of customer service
- display standards of personal presentation that apply to the relevant sector of the sport, fitness and recreation industry or specific organisation
- demonstrate a range of interpersonal skills
- interact with clients professionally and in a non-discriminatory manner to provide quality customer service and resolve complaints within an appropriate timeframe in accordance with organisation policies and procedures.

Context of and specific resources for assessment

Assessment must ensure:

- receiving and responding to multiple client service requests and complaints of different types to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- a range of real or simulated client requests and complaints
- organisational policies and procedures for the delivery of customer service and the resolution of complaints
- appropriate forms for the documentation of complaints and client service requests.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of interacting with a range of clients, including responding to requests and complaints

according to own level of responsibility

- oral and or written questioning to assess knowledge of the organisation's procedures for delivering quality customer service and receiving and processing client complaints
- third-party reports from a supervisor detailing appropriate work performed by the individual.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Clients may include:

- internal or external
- participants with routine or special requests
- regular and new
- people from a range of social, cultural and ethnic backgrounds.

Clients with specific needs may include:

- those with a disability
- those with special cultural or language needs
- overweight or obese
- those with challenging behaviour
- unaccompanied children or adolescents
- parents with young children
- pregnant women
- older clients.

Organisation policies and procedures may include:

- communication protocols
- complaint procedures
- consumer law
- customer-service procedures
- equal opportunity
- Work Health and Safety
- organisational report forms
- personal presentation
- privacy
- promotions
- record-keeping procedures
- referral of requests and complaints.

Complaints may include:

- verbal
- written
- electronic.

Unit Sector(s)

Cross-Sector.

Competency Field

Client and Customer Service.