



**Australian Government**

# **SISXCCS402A Coordinate client service activities**

**Release: 3**

## SISXCCS402A Coordinate client service activities

### 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	Updated and equivalent. No changes to competency outcome. Reduction of repetition.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate client service activities. The unit focuses on the application of service standards to maintain and improve the level of service activities provided to clients. Coordinators may have staff (paid or volunteer) involved in delivering customer service and are responsible for the quality of their work.

### Application of the Unit

This unit applies to personnel working in a range of roles in community recreation, fitness, outdoor recreation and sport. It applies to individuals working in customer-service roles in gyms, aquatic centres, community centres or indoor activity centres, as well as to those working as 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

#### ELEMENT

#### 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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|--|---|
| <p>1. Confirm client service standards.</p>              | <p>1.1. Access and interpret <i>client</i> service according to <b><i>organisational policies and procedures</i></b>.</p> <p>1.2. Apply client service standards to the provision of <b><i>client service activities</i></b> within the organisation.</p> <p>1.3. Contribute to the development, refinement and improvement of service policies, standards and processes.</p> <p>1.4. Identify staff training needs by undertaking a learning needs analysis of staff members who deliver client service activities.</p>  |
| <p>2. Implement and evaluate client service systems.</p> | <p>2.1. Monitor implementation of client service systems by staff members.</p> <p>2.2. Review and analyse <b><i>client feedback</i></b> in consultation with appropriate personnel to develop improved work practices.</p> <p>2.3. Evaluate client service activities to meet organisational quality standards.</p> <p>2.4. Take corrective action where necessary as part of continuous improvement strategy.</p> <p>2.5. Organise training where necessary for staff members identified through training needs analysis.</p> <p>2.6. Maintain records of training undertaken and achieved service levels.</p> |

## Required Skills and Knowledge

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

### Required skills

- literacy and numeracy skills to analyse client feedback and maintain records
- problem-solving skills to enable evaluation of areas requiring corrective action
- teamwork skills to enable the provision of consistent client service throughout the organisation.

### Required knowledge

- organisational policies and procedures to maintain the level of service activities provided to clients
- continuous quality improvement framework to analyse services and take corrective action where required
- local client population and the applicability of the system in delivering client service to that population
- training needs analysis methods to establish staff training requirements.

## 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 following is essential:

- ensures delivery of client services to industry standards and in an appropriate timeframe
- develops improved client service procedures based on analysis of client feedback
- identifies staff training needs and arranges appropriate training.

#### Context of and specific resources for assessment

Assessment must ensure coordination of multiple client service activities to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- real or simulated client feedback
- relevant documentation, such as quality improvement systems.

#### 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 client service providers
- oral and or written questioning to assess knowledge of the organisation's procedures for receiving and processing client feedback
- portfolio showing evidence of staff training needs analysis
- third-party reports from a supervisor detailing work performance.

#### Guidance information for assessment

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

- SISXCCS403A Determine needs of client populations.

## 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.

*Client* may include:

- internal or external
- those with routine or special requests
- regular or new.

*Organisational policies and procedures* may include:

- complaint procedures
- organisational report forms
- quality systems, standards and guidelines
- procedures manuals
- product or service manuals, labels and instructions
- staff appearance and presentation
- continuous quality improvement.

*Client service activities* may include:

- services
- products
- hours of operation
- equipment provision
- facility provision.

*Client feedback* may include:

- client-initiated or organisation-generated
- verbal and written
- surveys
- suggestion box.

## Unit Sector(s)

Cross-Sector.

## Competency Field

Client and Customer Service.