



Australian Government

Department of Education, Employment and Workplace Relations

SISXCCS404A Address client needs

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage ongoing and sometimes complex relationships with clients. The unit focuses on exploring with the client which possible outcomes best promote client satisfaction. The unit requires the learner to be familiar with service-provision options that can be negotiated with the client and customised to meet the client's needs.

Application of the Unit

This unit applies to those working in a client service-delivery role in sport, recreation or fitness sectors, such as community recreation, outdoor recreation and sport. It applies to those working in roles such as program developers and coordinators, competition organisers, trip leaders, after-school or holiday-care coordinators, logistics coordinators and sports trainers in work environments such as community recreation centres, aquatics centres and camps.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

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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| 1. Develop knowledge of client services. | <p>1.1. Develop and maintain knowledge of <i>client services</i> according to <i>organisational policies and procedures</i>.</p> <p>1.2. Undertake research to compare available services.</p> <p>1.3. Investigate services of other providers.</p> |
| 2. Identify client needs. | <p>2.1. Establish rapport with <i>clients</i>.</p> <p>2.2. Identify and confirm <i>client needs</i> and priorities.</p> <p>2.3. Explain available services to client using appropriate communication strategies.</p> |
| 3. Recommend services. | <p>3.1. Evaluate services according to client needs and respond to client queries and requests according to organisational policies and procedures.</p> <p>3.2. Identify gaps in service provision in relation to client needs.</p> <p>3.3. Recommend services to match client needs, including alternative services when clients' needs cannot be met.</p> |
| 4. Customise services to satisfy client needs. | <p>4.1. Assist client to evaluate service options according to their needs.</p> <p>4.2. Determine and prioritise preferred action.</p> <p>4.3. Identify potential <i>areas of difficulty</i> in client service delivery and take action to meet needs according to organisational policies and procedures and <i>relevant legislation</i>.</p> <p>4.4. Develop customised solutions specific to customer requirements.</p> <p>4.5. Negotiate and confirm <i>solutions</i> with the client according to organisational policies and procedures and relevant legislation.</p> |
| 5. Confirm services. | <p>5.1. Complete <i>documentation</i> as required according to organisational policies and procedures.</p> |

ELEMENT**PERFORMANCE CRITERIA**

5.2. Refer client to *appropriate personnel* and follow up according to organisational policies and procedures.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - consult with clients and elicit information required to determine their needs
 - convey information about services
 - advise clients of appropriate services
- problem-solving skills to:
 - match client needs with available service options
 - negotiate modifications and solutions to address specific client needs
- literacy and numeracy skills to complete documentation in relation to service delivery
- initiative and enterprise skills to generate solutions to meet client needs.

Required knowledge

- detailed product knowledge to recommend customised solutions to meet clients needs
- legislation and organisational policies and procedures to enable provision of optimum client services
- services offered by other sport and recreation providers to make recommendations to clients when their needs cannot be met.

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:

- interacts with clients professionally and in a non-discriminatory manner, using a client-centred approach to convey information about the organisation's services
- identifies client needs, and develops and recommends customised solutions using appropriate communication strategies
- interacts with a range of clients to identify their needs and develops a rapport with clients to obtain satisfactory outcomes.

Context of and specific resources for assessment

Assessment must ensure the identification of client needs relevant to the candidate's current or intended work environment and the development of customised solutions to demonstrate consistency of performance.

Assessment must also ensure access to:

- sport and recreation environments and providers, clients and information about service provision
- documentation related to service provision and organisational policies and procedures for customer service.

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 conveying information about service options and negotiating satisfactory outcomes
- oral and or written questioning to assess knowledge of the organisation's policies and procedures for delivering customised client services
- third-party reports from a supervisor detailing appropriate work performed by the candidate.

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

- SISXCCS402A Coordinate client service activities.

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 services may include:

- fitness programs
- recreational activities
- body composition programs
- aquatics-based programs.

Organisational policies and procedures may include:

- staff codes of behaviour
- documentation requirements
- quality systems, standards and guidelines
- customer service and feedback.

Clients may include:

- internal and external
- customers with routine or special requests
- regular and new
- schools
- businesses
- adults and children.

Client needs may include:

- recreation
- health and fitness
- skill development
- social.

Areas of difficulty may include:

- limited services
- cost
- scheduling
- availability of staff.

Relevant legislation may include:

- consumer law
- Trade Practices Act.

Solutions may include:

- rescheduling
- negotiating payment
- recommending alternative services.

Documentation may include:

- client details
- bookings
- payments.

Appropriate personnel may include:

- membership officers
- administration staff
- coaches
- instructional staff

- guides.

Unit Sector(s)

Cross-Sector

Competency Field

Client and Customer Service