



Australian Government

Assessment Requirements for SITXCCS003

Interact with customers

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify customer requirements and provide effective customer service to two different internal and two different external customers to meet requirements
- interact with above customers in line with organisational customer service standards and within designated organisational response times
- demonstrate procedures to respond to three different customer problems according to organisational policies and procedures
- identify situations where problems are beyond own level of responsibility, and process to escalate in line with organisational policies and procedures
- seek informal feedback from customers on above activities.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- importance of the customer in the service industries
- customer service standards expected in the service industries
- profiles of different types of customers:
 - external
 - internal
 - new
 - regular or repeat
 - visitors
- value and role of customer feedback in improving service delivery
- presentation standards for:
 - customer environment
 - customer service personnel
 - documents and promotional materials
- customer service policies and procedures:
 - application of booking or cancellation fees
 - response times for acknowledging and greeting customers

- response times for delivering products and services
- customer service policies for resolving routine customer problems
- policies regarding product pricing and quality
- processing refunds and exchanges
- empowerment of different levels of personnel to resolve complaints, disputes, service issues and customer compensation
- policies for escalating and reporting service issues and customer problems
- procedures for responding to routine customer problems:
 - incorrect pricing of products and services
 - delays or errors in providing products or services
 - misunderstanding customer requests.

Assessment Conditions

Skills must be demonstrated in an operational business environment where customers are served. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures relating to:
 - customer service standards
 - designated response times
 - presentation standards
 - dealing with customer problems
 - recording and reporting customer feedback
- internal and external customers with whom the individual can interact; these can be:
 - customers in an industry workplace during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>