



Australian Government

Assessment Requirements for SITXCCS009

Provide customer information and assistance

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:

- provide current, accurate and relevant information and assistance about organisational facilities, products and services to three different customers
- provide above information and assistance in a culturally appropriate manner and according to customer service standards
- maintain and extend personal knowledge of above facilities, products and services
- 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:

- sources of information, advice and referral on organisational facilities, products and services
- details of organisational facilities, products and services
- organisational service procedures and standards
- relevant legislation relating to customer service:
 - Australian consumer law
 - equal employment opportunity
 - work health and safety
 - promotions
- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints:
 - communication protocols
 - complaint procedures
 - customer service procedures
 - reporting procedures
 - personal presentation
 - privacy
 - record keeping procedures
- communication mediums required to provide service to clients and colleagues

- methods to update and maintain facility, product and service knowledge
- conflict-resolution strategies
- awareness of customs and practices of various social and cultural groups within Australia to assist with meeting client needs and expectations in regard to:
 - modes of greeting, farewelling and conversation
 - body language and body gestures
 - formality of language
 - clothing
- services and products within the organisation that may be suited to particular clients
- principles and benefits of enhanced customer service experiences and positive communication.

Assessment Conditions

Skills must be demonstrated in an operational customer service environment in a service based industry. This can be:

- an industry workplace; or
- a simulated industry environment.

Assessment must ensure access to:

- sources of information on facilities, products and services
- organisational specifications for customer service standards
- customers from different cultural backgrounds 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>