



Australian Government

Department of Education, Employment and Workplace Relations

WRBCS203B Provide service to clients

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the competencies required to deliver service to clients, including receiving clients, making appointments and responding to client complaints. This competency may apply to a range of roles in the workplace.

This unit is equivalent to and replaces WRB08A Provide Service to Clients, as packaged in WRB99.

Application of the Unit

This unit requires the application of interpersonal, communication and organisational skills to receive and schedule clients. Knowledge of workplace policies and procedures and range of services as well as problem solving skills are required in identifying clients special needs and responding to client complaints.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency which relate to this unit are identified in the Evidence Guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the **bold italicised** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Receive clients	<p>1.1 Communication with clients is conducted according to workplace policies and procedures.</p> <p>1.2 Client customer service needs and reasonable requests are met or referred to supervisor according to workplace policies.</p> <p>1.3 Client card is sourced from file or new card established.</p> <p>1.4 Client information is noted in record system according to workplace policies and procedures and relevant legislation.</p> <p>1.5 Client is directed to designated area for specific beauty services.</p>
2 Deliver customer service to clients	<p>2.1 Possible problems are identified, anticipated and action is taken to minimise client dissatisfaction.</p> <p>2.2 Opportunities to deliver additional levels of beauty services beyond the client's immediate request are recognised and acted upon.</p> <p>2.3 Client is farewelled according to workplace policies and procedures.</p> <p>2.4 Verbal and non-verbal communication is used to develop rapport and maintain contact with client during customer service delivery.</p> <p>2.5 Repeat custom is encouraged by promotion of appropriate beauty services or products according to workplace policies and procedures.</p> <p>2.6 Sales, returns or refunds are processed according to workplace policies and procedures.</p>
3 Schedule clients	<p>3.1 Appointments are scheduled according to length of time required for service/s, availability of staff and rooms and workplace policies and procedures.</p> <p>3.2 Appointments are confirmed with client and details recorded.</p>

- 4 Respond to client complaints
- 4.1 **Nature of complaint** is established by active listening and questioning and confirmed with the client.
 - 4.2 **Complaint resolution procedures** are implemented.
 - 4.3 Unresolved complaints are promptly referred to supervisor.
 - 4.4 Opportunities are taken to turn incidents of client dissatisfaction into a demonstration of high quality customer service in line with workplace policies and procedures.
 - 4.5 **Documentation** regarding client dissatisfaction or complaints is completed.
 - 4.6 Follow-up action is taken as necessary to ensure client satisfaction.
- 5 Identify clients' special customer service needs/requirements
- 5.1 Clients with **special needs** or requirements are identified promptly by observation and questioning.
 - 5.2 A willingness to assist is conveyed verbally and non verbally.
 - 5.3 Client needs are promptly serviced, referred or redirected as required.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment requirements

A person who demonstrates competency in this standard must be able to communicate with clients to provide information on products and services and to deal with client complaints. The ability to make appointments and schedule clients must also be demonstrated. The evidence provided must also demonstrate knowledge of relevant legislation and workplace policies and procedures, particularly in regard to delivering quality customer service.

Specific evidence requirements

Critical aspects of evidence required to demonstrate competency in this unit

Knowledge and consistent application of workplace policies and procedures and safe work practices in regard to the provision of service to clients.

Knowledge and consistent application of relevant Federal, State and local health and hygiene regulations and other relevant legislation, including consumer law, privacy law and GST regulations.

Effectively scheduling clients and making appointments.

Providing a consistently welcoming client environment by treating clients in a courteous, professional manner using culturally appropriate greetings and farewells.

Accurately interpreting the nature of client complaints and taking appropriate action to resolve complaints.

Knowledge and consistent application of workplace policies and procedures in regard to personal dress and presentation.

Consistently using effective questioning and

active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality.

Consistently using time effectively.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the beauty therapist and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to page 32 of the Assessment Guidelines in this Training Package.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units which relate to a job function can be integrated for assessment purposes.

Method of assessment

The following assessment methods are suggested:

observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:

making appointments for clients

providing advice on services for clients

identifying client special needs

responding to client complaints.

written and/or oral questioning to assess knowledge and understanding of providing service to clients, including communication and organisational skills. Questions will be asked in a manner appropriate to the language and literacy level of the learner.

completing workplace documentation relevant to the provision of service to clients.

third party reports from experienced beauty professionals in the workplace.

completion of self-paced learning materials, including personal reflection and feedback from trainer/coach/supervisor.

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Required skills and knowledge to achieve the performance criteria

Skills

Customer service required for selling products and beauty services, receiving and scheduling clients and making appointments and resolving complaints including:

listening and questioning techniques
verbal and non-verbal communication skills
negotiation techniques
conflict resolution skills
techniques for dealing with difficult or abusive clients
greeting and farewelling techniques
knowledge of clients' special needs
dealing with clients in a culturally appropriate manner
telephone techniques.

Language, literacy and numeracy relevant to the role and workplace requirements.

Knowledge

The provisions of relevant legislation, including consumer law, privacy law, GST regulations, Occupational Health and Safety requirements and industry Codes of Practice.

Workplace policies and procedures in regard to personal presentation, record keeping, sales, returns and refunds, receiving and scheduling clients and making appointments.

Workplace features, including:
workplace product and beauty service range
location of workplace areas/sections
function and use of workplace telephone system
message taken in person or by telephone
client record system
written record of complaints.

Specific resources required for assessment Relevant documentation, such as:
workplace policies and procedures manuals.

Access to a range of clients with different requirements.

A range of equipment and products appropriate to the beauty workplace.

Product labels and sources of product and equipment information.

A qualified workplace assessor or assessment team.

Key competencies

The seven key competencies represent generic skills considered for effective work participation. The numbering against each of the key competencies indicates the performance level required in this unit.

Level 1 represents the competence to undertake tasks effectively.

Level 2 represents the competence to manage tasks.

Level 3 represents the competence to use concepts for evaluating and reshaping tasks.

Key Competency	Example of Application	Performance Level
How can communication of ideas and information be applied?	Delivering customer service will require the communication of ideas and information.	2
How can information be collected, analysed and organised ?	Identifying client special needs will require information to be collected, analysed and organised.	2
How are activities planned and organised ?	Scheduling clients will require activities to be planned and organised.	1
How can team work be applied?	Maintaining knowledge of workplace procedures and relevant legislation will require reporting to other staff members.	1
How can the use of mathematical ideas and techniques be applied?	Making sales and handling refunds will require the use of mathematical ideas and techniques.	1
How can problem solving skills be applied?	Responding to client complaints will require problem solving skills.	2
How can the use of technology be applied?	Scheduling clients and making appointments may require the use of technology.	1

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. **Bold italicised** text from the performance criteria is detailed here.

Communication may include but is not limited to: personal
telephone
verbal and non verbal.

Clients may include but are not limited to: new or regular clients with routine or special needs.

Workplace policies and procedures may include but are not limited to: customer service techniques
personal presentation
record keeping
communication
scheduling clients
sales, returns and refunds
complaint resolution.

Client card may include but is not limited to: paper based
electronic.

Client information may include but is not limited to:	type of treatment/s special needs or requirements of client products duration of treatment date and time of treatment charges and method of payment name of staff providing treatment.
Record system may include but is not limited to:	electronic manual.
Relevant legislation may include but is not limited to:	consumer law privacy law GST regulations Occupational Health and Safety regulations anti-discrimination legislation industry Codes of Practice.
Problems may include but are not limited to:	delays unavailability of products.
Additional levels of beauty service may include but are not limited to:	extending the treatment period offering complementary beauty treatments offering homecare products.

Promotion of appropriate beauty services and products may include but is not limited to:

- complimentary beauty treatments/products
- discounted beauty treatments/products
- special packages of beauty treatments/products
- seasonal offers of beauty treatments/products
- trial/sample beauty products.

Nature of complaint may include but is not limited to:

- price
- quality of service
- timeliness of service
- range of services.

Complaint resolution procedures may include but are not limited to:

- referral to manager
- provide a fuller explanation of product/treatment
- refund of charges
- repetition of beauty service
- replacement of product.

Documentation may include but is not limited to:

- paper based
- electronic.

Special needs may include but are not limited to:

- contra-indications to products or services
- mobility or other disability assistance
- language needs and cultural understandings
- payment arrangements.

Unit Sector(s)

Not applicable.

Competency Field

Beauty