



Australian Government

BSBXDB301 Respond to the service needs of customers and clients with disability

Release: 1

BSBXDB301 Respond to the service needs of customers and clients with disability

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to appropriately respond to the individual needs of customers or clients with disability, to maximise equal access to provided products or services.

This unit applies to front line personnel in service providers who interact with customers or clients with disabilities. Those undertaking this unit would work autonomously in a range of contexts whilst performing specific tasks, with supervisors available as an escalation point, if required.

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

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine service requirements for customer or client with disability	1.1 Confirm that communication method and form of interaction meet the capabilities, needs and preferences of individual customers or clients 1.2 Communicate with customer or client to determine the reason for the service interaction 1.3 Consult customers or clients to confirm if they have a requirement or preference for additional personal support within the service context

2. Confirm whether customer or client needs can be met through service provided	2.1 Determine whether customer or clients' service and support needs are within the scope of own role and responsibilities, and confirm with supervisor 2.2 Identify where reference to other service providers is required where customer or client support needs or preferences are beyond the scope of own role
3. Provide service to customers or clients with disability	3.1 Inform customers or clients about the products, services or supports that are accessible to them, and how they can be used or navigated 3.2 Identify and access available supports, facilities or resources within scope of own role and according to organisational procedures, as required to service individual customers or clients 3.3 Seek feedback on whether customers or clients are satisfied with the service received and that their service needs have been addressed

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Accesses, reads and interprets information related to resources and supports available
Communication	- Discusses and seeks information using appropriate structure and language for the particular audience - Exchanges information through questions and responses to clarify or confirm understanding - Engages with others clearly, using appropriate language and pace suitable to audience and environment
Navigate the world of work	- Complies with organisational protocols, policies and procedures relevant to own role - Understands nature and purpose of own role and associated responsibilities and how it contributed to organisational goals and outcomes
Interact with others	- Selects and uses appropriate communication techniques in response to differences in customer or client profile - Establishes connections and shares information with others who can contribute to effective work outcomes

Skill	Description
Get the work done	• Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXDB301 Respond to the service needs of customers and clients with disability

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including evidence of the ability to:

- interact with a minimum of three different individual customers or clients with disability in compliance with organisational diversity and inclusion objectives and policies, codes of practice and behavioural guidelines and:
 - adjust communication styles within the service context, using verbal and nonverbal techniques to accommodate the individual capabilities, needs and preferences of customers or clients
 - interact through the use of assistive communication devices as directed by individual customers, support persons or specialist support providers
 - implement a person-centred service approach that focuses on individual customer or clients' expressions of their needs and preferences
 - provide support and access resources and services to address the needs of customers or clients within scope of own role and escalate to supervisor where required
 - refer to additional service providers to meet more complex individual customer or client needs
 - seek feedback on customer/client satisfaction with service.

Throughout this process, interaction with an individual's support person should only be undertaken as required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational policies, codes of practice and/or behavioural guidelines for:
 - interacting with customers or clients with disability
 - maintaining confidentiality, privacy and dignity for customers and clients

- responding to customers and clients disclosing and/or sharing information about disability
- persons covered by the Disability Discrimination Act
- features of the social model of disability as compared to the medical model
- where barriers to access and communication within service contexts exist
- different communication methods and techniques that can be employed when interacting with customers or clients, including:
 - use of plain English in spoken and written communication
 - at least one other verbal and one other nonverbal communication method
 - at least two augmentative and alternative communication techniques appropriate to the service context and purpose of interaction
- inclusive language and person-first expressions to use when communicating with, or about, customers or clients with disability
- supports, services, resources, facilities and aids that can be accessed and utilised to meet individual customer or client needs
- principles and strategies of a person centred support approach
- additional disability support and service providers that can be referred to, to meet more complex individual customer or client needs.

Assessment Conditions

The following conditions must be met for this unit:

Use of facilities, equipment and resources, including:

- a customer or client base or a simulated setting (where a workplace situation would be impractical, inappropriate or not possible), consisting of contact with a minimum of three individuals with differing disabilities
- workplace diversity and service policies and codes of practice
- organisational guidelines and codes of practice for provision of service to customers or clients with disability
- organisational products, services and/or supports

Industry operating conditions, including:

- challenges typical in work to support customers or clients with disability
- a minimum of three opportunities for real service interactions with customers or clients, either face to face or through other formats for service interaction, such as telephone and email.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards to AC.

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