



Australian Government

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

Release: 1

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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	<p>1.1 Confirm that communication method and form of interaction meet the capabilities, needs and preferences of individual customers or clients</p> <p>1.2 Communicate with customer or client to determine the reason for the service interaction</p> <p>1.3 Consult customers or clients to confirm if they have a requirement or preference for additional personal support within the service context</p>

2. Confirm whether customer or client needs can be met through service provided	<p>2.1 Determine whether customer or clients' service and support needs are within the scope of own role and responsibilities, and confirm with supervisor</p> <p>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</p>
3. Provide service to customers or clients with disability	<p>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</p> <p>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</p> <p>3.3 Seek feedback on whether customers or clients are satisfied with the service received and that their service needs have been addressed</p>

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	<ul style="list-style-type: none"> Accesses, reads and interprets information related to resources and supports available
Communication	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none">• 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>