



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN209A Provide information to clients

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to greet clients and determine their needs in accordance with the organisation's requirements.

This unit is related to BSBCMN309A Recommend products and services.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Establish contact with clients	1.1 Communication with clients is conducted in a professional and courteous manner according to organisational requirements 1.2 Personal dress and presentation is maintained in line with organisational requirements 1.3 Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information 1.4 All work reflects sensitivity to client's specific needs and any cultural, family and individual differences
2 Respond to client enquiry	2.1 Client enquiries are responded to promptly and politely and in accordance with organisational requirements 2.2 Appropriate questioning and active listening are used to determine client needs 2.3 Telephone calls are answered and made in accordance with organisational requirements 2.4 Information relevant to client needs is provided in line with organisational requirements 2.5 Enquiries outside area of responsibility/knowledge are referred to nominated person/s for resolution 2.6 Additional information or follow-up action is completed in line with client needs and organisational timelines

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Application of organisational requirements for responding to client enquiries and promoting products and services

Visitors or telephone enquiries are greeted promptly and politely

Correct and current information about the organisation's products and services is provided

Underpinning Knowledge*

* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Understanding of organisation's business values, structure, products and services

Types of resources available within the organisation and how to access them

Organisational policies and procedures relating to client service

Organisational structure and role of the members of the organisation

Techniques of oral and written communication

Telephone techniques

Underpinning Skills

Questioning and active listening skills to identify client requests

Communication skills for conveying meaning clearly, concisely and coherently

Client service skills in relation to giving and receiving information

Problem solving skills to deal with client enquiries or complaints

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 1) - to monitor and report on client services

Communicating ideas and information (Level 1) - with clients on products and services

Planning and organising activities (Level 1) - to meet client needs

Working with teams and others (Level 1) - in completing scheduled tasks

Using mathematical ideas and techniques (Level 1) - to respond to client enquiry

Solving problems (Level 1) - to respond to client enquiries or complaints

Using technology (Level 1) - to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Clients may be:

- internal or external
- other agencies
- individual members of the organisation
- individual members of the public

Organisational requirements may be included in:

- goals, objectives, plans, systems and processes
- business plans
- Occupational Health and Safety policies, procedures and programs
- legal and organisation policy/guidelines and requirements
- access and equity principles and practice
- quality and continuous improvement processes and standards
- job description
- defined resource parameters

Interpersonal skills may include:

- using appropriate body language
- summarising and paraphrasing to check understanding of client's message
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's needs
- listening actively to what the client is communicating

Sensitivity may include

- respect for diversity
- understanding how other people feel

Responding to enquiries may include:

- arranging appointments
- information about products or services
- general information
- referrals to other colleagues/departments
- clarifying or resolving problems

Enquiries may be made through:

- face-to-face, email, fax, telephone

Nominated persons may include:

- those who have the relevant knowledge and authority to exercise the responsibility

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Unit Sector(s)

Not applicable.