



Australian Government

CPPCMN3006 Provide effective client service

Release: 1

CPPCMN3006 Provide effective client service

Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN2003A Provide effective client service.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to establish client relationships, and identify and meet client needs through the delivery of services or by providing information and advice on products and services.

The unit supports those who work alone or in teams. It applies in a range of work sites, and to new or repeat client encounters, either on company or client premises.

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

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.						
1. Identify and confirm client needs.	<table><tr><td>1.1.</td><td>Client is greeted according to company requirements and initial information regarding required products or services is obtained.</td></tr><tr><td>1.2.</td><td>Client requests are analysed and confirmed with client or others where necessary.</td></tr><tr><td>1.3.</td><td>Personal limitations are identified while assessing client needs, and assistance is sought from others where required according to company requirements.</td></tr></table>	1.1.	Client is greeted according to company requirements and initial information regarding required products or services is obtained.	1.2.	Client requests are analysed and confirmed with client or others where necessary.	1.3.	Personal limitations are identified while assessing client needs, and assistance is sought from others where required according to company requirements.
1.1.	Client is greeted according to company requirements and initial information regarding required products or services is obtained.						
1.2.	Client requests are analysed and confirmed with client or others where necessary.						
1.3.	Personal limitations are identified while assessing client needs, and assistance is sought from others where required according to company requirements.						

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| 2. | Confirm agreed products or services. | 2.1. | Current sales brochures and product or service information are provided to client according to company requirements. |
| | | 2.2. | Product or service features and benefits are communicated to client according to company requirements and established communication channels. |
| | | 2.3. | Client requests for further information or explanation are responded to accurately and clearly. |
| | | 2.4. | Agreement to provide product or service is established with client, and service level agreement, including costs and timelines, and legislative requirements, are discussed and agreed with client according to company requirements. |
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| 3. | Deliver products or services to client. | 3.1. | Human resources required to provide agreed client products or services are identified, briefed and coordinated. |
| | | 3.2. | Client products or services are provided within agreed timelines and according to company requirements. |
| | | 3.3. | Requests to provide products or services outside agreed client service agreement are directed to designated personnel and actioned as required. |
| | | 3.4. | Alternative arrangements are negotiated with clients when commitments cannot be met, according to workplace procedures and company requirements. |
| | | | |
| 4. | Respond to client feedback. | 4.1. | Client feedback is received and responded to within agreed timelines and according to company customer service standards and service requirements. |
| | | 4.2. | Opportunities to improve product or service delivery are identified and discussed with designated personnel. |
| | | 4.3. | Complaints are received and responded to within specified timeframes according to company complaints handling procedures. |

- 4.4. Improvements to product or service delivery are communicated to clients.

Foundation Skills

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

Skill	Performance feature
Learning skills to:	• identify personal strengths and weaknesses when providing client services in different contexts • seek to develop skills and knowledge in areas of need.
Numeracy skills to:	• identify, interpret and meet service timelines.
Oral communication skills to:	• interpret non-verbal cues from clients when communicating features and benefits of services and products • request feedback from client where necessary. •
Reading skills to:	• understand specialised vocabulary and acronyms used in own area of expertise or work environment.
Writing skills to:	• respond to complaints in writing using layout and sequencing that produce cohesive text.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCMN3006 Provide effective client service

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Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria and foundation skills of this unit.

The person must also provide a service to two different clients within the agreed service level agreement, in which the work must include:

- clarifying client needs and expectations and communicating the features and benefits of one product or service to each client verbally or in writing
- confirming and coordinating human resource requirements for the task
- responding verbally or in writing to one question from each client
- confirming the services to be provided to the client verbally or in writing, including service costs and timelines for service provision
- delivering agreed service to client within agreed timelines
- responding accurately and positively to one client complaint according to company's complaints handling procedures.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- communication techniques for establishing and building client rapport
- company expectations for maintaining personal presentation standards, including:
 - cleanliness and tidiness of own work space
 - codes of conduct
 - dress code
- company standards relating to customer service standards and providing effective client services, including complaints handling procedures
- key requirements of consumer protection legislation, regulations and codes of practice relating to providing client service, including:
 - Competition and Consumer Act
 - Privacy Act
- processes for accessing company products and services, including accessing:
 - company databases

- manufacturer specifications and information
- product brochures
- key features of effective negotiation processes and techniques
- range of company products and services available, including their features and benefits, and ways to communicate them to different clients.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - communication devices required for the task
- materials:
 - products and information used when providing client services, including sales brochures and company website
- contingencies:
 - customer complaints
- specifications:
 - client service manuals
 - company policies, including:
 - complaints handling procedures
 - dress code
- physical conditions:
 - suitable work site or venue.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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