



Australian Government

Assessment Requirements for SIFXCSS001 Provide service to clients

Release: 1

Assessment Requirements for SIFXCSS001 Provide service to clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- deal with client enquiries, feedback and complaints positively, sensitively and politely and in accordance with workplace policies and procedures
- use effective communication and negotiation skills to clarify and resolve complaints and address feedback.

Evidence of performance responding to two or more enquiries of a different nature is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of funeral services enquiries, including but not restricted to:
 - service cost
 - advice or general information
 - current funeral arrangements
 - special burial requests
 - incorrect invoices or prices
 - dissatisfaction with service quality
 - service errors
 - making or changing appointments
 - notifying of a death or impending death
 - options for prepayment of funerals
- products and services that assist in responding to client enquiries, including environmentally friendly options
- implications of options and solutions for dealing with client feedback and complaints, including but not restricted to:
 - social, religious or cultural impediments
 - time delays
 - increased costs to client or business
 - negative impact on business reputation
 - negative impact on environment

- increased staff workload
- workplace policies and procedures for dealing with client enquiries, feedback and complaints
- professional funeral services industry parameters when dealing with the bereaved
- funeral services industry communication protocols
- techniques for negotiation and dispute resolution
- social, religious or cultural implications in the context of client enquiries and complaint resolution
- relevant federal, state or territory, and local government legislation and regulations that may impact on providing service to clients, including:
 - work health and safety/occupational health and safety
 - antidiscrimination
 - Privacy Acts
 - Australian Consumer Law (ACL).

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - an environment that allows for service to clients to be conducted
 - communication technologies
 - documentation including workplace policies and procedures, relevant legislation and industry codes of practice relating to customer service
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>