



Australian Government

SIFXCSS001 Provide service to clients

Release: 1

SIFXCSS001 Provide service to clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from internal and external funeral services clients. It applies to all staff working in the funeral services industry and involves ensuring that all work is performed according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Client Service and Sales

Unit Sector

Cross-Sector

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. Receive and process client enquiries.	1.1 Receive client enquiries courteously and efficiently. 1.2 Clarify client needs or concerns, including any social and cultural needs. 1.3 Interact with clients with social and cultural sensitivity. 1.4 Seek assistance from manager or appropriate team member where required.
2. Deal with client feedback and complaints.	2.1 Assess options and solutions and provide information to clients. 2.2 Identify implications of options and solutions for clients and workplace. 2.3 Analyse appropriate options for resolution and explain and negotiate a resolution with client.
3. Finalise resolution.	3.1 Refer matters beyond scope of own authority to appropriate personnel. 3.2 Record and report details of client enquiries, feedback and complaints.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFCCS001B Provide service to clients.

Links

Companion Volume implementation guides are found in VETNet -

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

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.

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