



Australian Government

SIFXCSS004 Coordinate interaction with clients

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement and coordinate the customer service standards of a funeral services organisation. It applies to staff responsible for monitoring team members' interaction with clients and ensuring that all work is carried out 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

Elements describe the essential outcomes.

1. Implement customer service standards.
2. Implement workplace policy regarding client complaints.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify workplace customer service standards.
- 1.2 Communicate workplace customer service standards to team members.
- 1.3 Monitor implementation of customer service standards.
- 1.4 Recognise deficiencies in service provision and take corrective action.
- 1.5 Provide feedback on quality of service provision to team members and management.
- 2.1 Monitor client complaints.
- 2.2 Take corrective action to resolve client complaints.
- 2.3 Identify special needs of clients to apply the appropriate response.

3. Communicate with management.

3.1 Refer customer service issues that may affect workplace operation to management.

3.2 Provide information on enquiry types and flows and changing client needs to management in order to facilitate customer service planning.

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

SIFCCS004A Coordinate interaction with 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 SIFXCSS004 Coordinate interaction with clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- provide feedback to team members on customer service provided including addressing any deficiencies.
- report resolutions of client complaints according to workplace policies and procedures
- provide feedback to management on operational customer service matters.

Evidence of performance of coordinating interaction with clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- clients and stakeholders of funeral industry organisations, including:
 - internal or external
 - other agencies
 - individual members of the organisation
 - individual members of the public
- aims and characteristics of customer service standards, including:
 - identification of clients' special needs
 - timely provision of services
 - provision of feedback
 - resolution of complaints
- processes for monitoring service standards, including continuous improvement methods
- workplace policies and procedures in relation to customer service and dealing with complaints
- relevant federal, state or territory, and local government legislation and regulations relating to consumer protection and funeral services, burials and cremations
- range of social, religious and cultural differences and traditions of the organisation's clientele
- protocols used by the funeral services industry for effective communication.

Assessment Conditions

Skills must be demonstrated in funeral services workplace where customer service of a funeral services organisation can be monitored:

- using suitable equipment and resources, including:
 - communication technologies
 - documentation, including service standards and client complaints
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members, management and clients

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

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