



Australian Government

Assessment Requirements for SIFXCSS005

Lead customer service teams

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- establish sales objectives and plans relevant to the nature of the customer service and sales operation and consistent with marketing and sales strategies
- select and train a customer service team according to sales objectives, budget and plan
- evaluate and monitor team performance.

Evidence of performance of leading a customer service team to meet the sales objectives of two or more different products or service promotions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- objectives of a sales team
- nature of sales operations
- marketing and sales strategies
- human resource principles and practices in relation to induction and training
- range of methods and resources used to provide training, including:
 - videotapes
 - lectures
 - one-on-one instruction
 - role plays
 - audio-tapes
 - simulations
 - slides
 - films
 - case studies
 - videoconferencing
 - teleconferencing
 - computer software packages
- strategies used to support sales team members:
 - coaching
 - providing feedback
 - recognising and rewarding performance
- actions used for sub standard performance, including:
 - additional training
 - mentoring
 - ongoing feedback
 - goal-related feedback
 - individualised development plans
- federal, state or territory, and local government legislation, regulations and codes of practice that impact on the sale of funeral products and services, including:
 - Australian Consumer Law (ACL)
 - Funerals (Pre-paid Money) Act
 - Consumer Credit Code
 - Privacy Acts
 - equal employment opportunity.

Assessment Conditions

Skills must be demonstrated in a funeral services workplace where staff training and performance monitoring can take place:

- using suitable equipment and resources, including:
 - communication technologies and computers
 - documentation, including sales plans and budgets
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members

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

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>