



Australian Government

Department of Education, Employment and Workplace Relations

SIFCCS004A Coordinate interaction with clients

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to ensure that staff members meet workplace standards for service to customers. It involves coordinating other staff and monitoring customer service standards provided by team members.

Application of the Unit

Application of the unit

This unit applies to supervisory staff in a range of workplace contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Implement customer service standards. | 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 according to workplace policies and procedures . |
| | 1.4 Identify deficiencies in service provision and take corrective action according to workplace policies and procedures. |
| | 1.5 Provide feedback on quality of service provision to team members and management according to workplace policies and procedures. |
| 2 Implement workplace policy regarding client complaints. | 2.1 Monitor client complaints according to workplace policies and procedures. |
| | 2.2 Take corrective action to resolve client complaints according to workplace policies and procedures. |
| | 2.3 Identify clients' special needs and respond according to workplace policies and procedures. |
| 3 Communicate with management. | 3.1 Refer customer service issues that may affect workplace operation to management. |
| | 3.2 Provide operational information to management in order to facilitate customer service planning. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities
- problem-solving skills to identify customer service issues and resolve complaints
- communication skills, including clear and direct communication to provide operational information to management and advise staff on customer service standards and responsive communication when negotiating client complaints
- literacy and numeracy skills to understand written information
- teamwork skills to support team members and coordinate and supervise staff.

Required knowledge

- workplace policies and procedures in relation to customer service
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to consumer protection and funeral services, burials and cremations
- social, religious and cultural differences and traditions
- funeral services industry communication protocols.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to monitor customer service provided by team members and identify and addresses deficiencies
- the resolution of client complaints according to workplace policies and procedures
- the provision of accurate feedback to management on operational customer service matters
- coordinating interaction with clients over a period of time to ensure consistency of performance and ability

EVIDENCE GUIDE

to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment where staff briefings can occur and feedback can be given to team members
- involvement of and interaction with a team for which the candidate is leader.
- access to relevant documentation, such as client complaints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate monitoring, identifying and resolving client complaints, including referral of issues outside own authority
- written or verbal questioning to assess knowledge and understanding of relevant procedures with regard to provision of customer service and resolution of complaints
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFMGT002A Coordinate staff.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Customers may include:

- internal or external
- other agencies
- individual members of the organisation
- individual members of the public.

Customer service standards may include:

- identification of clients' special needs
- timely provision of services
- provision of feedback
- resolution of complaints.

Workplace policies and procedures may include:

- standard operating policies and procedures
- communication protocols
- complaints procedures
- standards and certification requirements
- quality assurance procedures
- OHS.

Corrective action may include:

- authorising appropriate action
- undertaking appropriate action
- referring to a higher authority.

RANGE STATEMENT

Operational information may include:

- data on enquiry flows, peaks and troughs
- data on types of enquiries
- information about changing client needs
- information about staffing levels and needs.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Client and Customer Service