



Australian Government

Assessment Requirements for SIRXCEG006 Provide online customer service

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify customer requirements and provide online customer service to address requirements, across four different online customer interactions
- provide service to the above customers following organisational online customer service standards and procedures
- follow organisational customer service standards and procedures to:
 - resolve a customer complaint
 - resolve a customer difficulty
 - process an online refund
 - process an online exchange
- make suggestions for improved online customer service standards and procedures.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key legal and ethical considerations as related to online customer service provision:
 - Australian Consumer Law
 - privacy
- organisational policies and procedures:
 - processing refunds and exchanges online
 - recording customer information
- organisational online customer service standards:
 - response times
 - communication styles
 - handling customer complaints
 - reporting customer services issues
- key aspects of online communication:
 - written communication techniques
 - appropriate communication styles
 - role and use of tone in written communication

- maintaining brand integrity
- common causes of customer complaints and difficulties in an online environment
- online customer service provision and techniques for:
 - identifying customer dissatisfaction
 - handling customer complaints
 - handling customer difficulties
 - generating customer loyalty
 - building rapport with customers
 - seeking referrals and user generated content
- role and impact of customer feedback in an online environment:
 - positive feedback
 - negative feedback
- commercial impact of:
 - unresolved customer complaints
 - customer dissatisfaction
 - refunds and exchanges.

Assessment Conditions

Skills must be demonstrated in a service industries environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures:
 - processing refunds and exchanges online
 - recording customer information
 - organisational online customer service standards:
 - response times
 - communication styles
 - handling customer complaints
 - reporting customer service issues
- information technology hardware and software
- online communication tools
- online information systems
- online customers with whom the individual can interact. These can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guides -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>