



Australian Government

SISXCCS001 Provide quality service

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to address needs and expectations of clients and colleagues, promote programs, services and facilities, and respond to conflict and client complaints.

This unit applies to individuals working in a range of customer service roles in the sport, fitness or recreation industries. This includes individuals working in gyms, aquatic centres, community centres or indoor activity centres, as well as to those working as instructors, trainers or guides and volunteers in indoor and outdoor settings.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Address client needs and expectations.

PERFORMANCE CRITERIA

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

- 1.1 Recognise and confirm client preferences, needs and expectations.
- 1.2 Source and provide relevant information about programs, services and facilities to match client requirements.
- 1.3 Meet all reasonable client needs and requests in a timely and professional manner.

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| | 1.4 Encourage clients to ask questions and address these as required. |
| 2. Provide quality service experience. | 2.1 Organise, confirm and record appointments for clients to their satisfaction.
2.2 Provide professional and personalised service to ensure a quality experience for clients.
2.3 Anticipate client preferences, needs and expectations throughout the provision of services.
2.4 Confirm client satisfaction in a timely manner and implement appropriate adjustments to service as required.
2.5 Promote repeat business to clients by offering continued service or offers of alternatives.
2.6 Maintain records of client service provided. |
| 3. Resolve customer complaints. | 3.1 Recognise client dissatisfaction, conflicts or complaints promptly and take action to resolve the issue.
3.2 Respond to client complaints professionally and refer to appropriate personnel as required.
3.3 Discuss unresolved concerns with client and prepare plan of action if appropriate. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

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| Reading skills to: | <ul style="list-style-type: none"> interpret client written requests and complaints to determine appropriate course of action interpret policies and procedures such as complaint handling and service standard expectations. |
| Oral communication skills to: | <ul style="list-style-type: none"> use active listening and open and closed probe questioning to: <ul style="list-style-type: none"> interact with clients in a polite and courteous manner determine client preferences and offer suitable products and services develop rapport with clients. |
| Problem-solving skills to: | <ul style="list-style-type: none"> respond to client requests and implement actions to promote client satisfaction assess complaints, identify appropriate actions to resolve the complaints and decide when to refer to a supervisor. |

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| Initiative and enterprise skills to: | <ul style="list-style-type: none">• identify opportunities to:<ul style="list-style-type: none">• enhance service quality• offer additional programs or services. |
| Self-management skills to: | <ul style="list-style-type: none">• seek and act on feedback from colleagues and clients to improve service delivery and to take responsibility for service outcomes. |
| Technology skills to: | <ul style="list-style-type: none">• respond to client complaints and requests received electronically. |

Unit Mapping Information

SISXCCS201A Provide customer service

SISFFIT302A Provide quality service in the fitness industry

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISXCCS001 Provide quality service

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:

- provide programs and services to clients with varying needs and expectations over at least three service periods ensuring that:
 - services match client needs and expectations
 - personal presentation standards meet organisational standards
 - client appointment times are organised and confirmed
 - service is provided in a timely manner
 - client confidentiality and privacy is maintained
 - complaints are resolved or referred as required
- interact with clients in a polite and courteous manner using appropriate communication strategies and organisational channels to provide relevant information.

Knowledge Evidence

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

- relevant legislation related to customer service:
 - consumer law
 - equal opportunity
 - work health and safety/occupational health and safety
 - promotions
- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints:
 - communication protocols
 - complaint procedures
 - customer service procedures
 - reporting procedures
 - personal presentation
 - privacy
 - record keeping procedures
- communication mediums required to provide service to clients and colleagues

- conflict resolution strategies
- awareness of customs and practices of various social and cultural groups within Australia, to assist with meeting client needs and expectations in regards to:
 - modes of greeting, farewelling and conversation
 - body language, e.g. body gestures,
 - formality of language
 - clothing
- services and products within the organisation that may be suited to particular clients
- principles and benefits of enhanced customer service experiences and positive communication.

Assessment Conditions

Skills must be demonstrated in:

- a client service delivery environment. This can be a workplace or simulated environment.

Assessment must ensure use of:

- clients with whom the individual can interact; these can be:
 - clients in an industry workplace who are assisted by the individual during the assessment process or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessment must ensure access to:

- organisational policies and procedures related to the customer service as specified in the Knowledge Evidence
- relevant legislation related to customer service, as specified in the Knowledge Evidence
- sources of information on related services
- computers and databases.

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

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