



Australian Government

SISXCCS002 Coordinate client service activities

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate client service activities. The unit focuses on the application of service standards to maintain and improve the level of service activities provided to clients.

This unit applies to individuals who work in customer contact roles such as activity assistants or customer service assistants in locations such as community recreation centres, indoor recreation facilities, sporting complexes, fitness venues, and leisure and aquatic centres. It may also apply to those working on-site during sport, fitness and recreation events.

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. Identify client service standards.

PERFORMANCE CRITERIA

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

- 1.1 Access and interpret client service standards for the workplace.
- 1.2 Contribute to the development, refinement and improvement of service policies, standards and processes.
- 1.3 Match staff to service client needs, as required.

2. Implement and evaluate client service systems.
 - 2.1 Monitor implementation of client service systems by staff members.
 - 2.2 Develop improved work practices after analysis of client feedback.
 - 2.3 Evaluate client service activities to match organisational quality standards.
 - 2.4 Take corrective action where necessary as part of continuous improvement strategy.
 - 2.5 Organise training for staff members where necessary.
 - 2.6 Maintain records of training undertaken and achieved service levels.

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
Reading skills to:	analyse client feedback and maintain records.
Oral communication skills to:	consult appropriate personnel regularly regarding the review and analysis of client feedback.
Problem-solving skills to:	enable evaluation of areas of customer service requiring corrective action, such as delays in responding to complaints.
Teamwork skills to:	enable the provision of consistent client service throughout the organisation.

Unit Mapping Information

No equivalent unit.

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 SISXCCS002 Coordinate client service activities

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:

- develop, evaluate and review practices in at least three of the following client service activities:
 - quality or delivery of services
 - quality or delivery of products
 - hours of operation
 - equipment provision
 - facility provision
- monitor the delivery and effectiveness of client service systems over three service periods
- develop comprehensive policies and procedures for client service standards relating to at least five of the following:
 - complaint procedures
 - organisational report forms
 - quality systems, standards and guidelines
 - procedures manuals
 - product or service manuals, labels and instructions
 - staff appearance and presentation requirements
 - continuous quality improvement
 - product quality
 - response times
 - staff training for:
 - customer service
 - technical skills.

Knowledge Evidence

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

- principles of quality customer service
- the specific industry sector:
 - professional service standards for service industry personnel

- attitudes and attributes expected by the service industries to work with customers
- roles and responsibilities of management, supervisors and operational personnel in providing quality client service
- sources of information on current service trends and changes that affect service delivery
- methods of implementing quality service provision:
 - developing, implementing and monitoring customer service policies and procedures
 - involving staff in the development of client service practices
 - evaluating staff and customer feedback
- methods of monitoring, measuring and evaluating:
 - customer satisfaction
 - business performance
- objectives, components and comprehensive details of consumer protection laws that relate to client service activities, and the business' responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when unable
- a range of formats for and content of policies and procedures.

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:

- staff, colleagues and/or clients to be involved in the process of providing client service activities; these can be:
 - staff, colleagues and/or 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:

- current plain English regulatory documents distributed by government consumer protection regulators
- codes of practice and standards issued by industry groups
- sources of information on client service needs, complaints and feedback.

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

Links

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