



Australian Government

SISXCCS003 Address client needs

Release: 1

SISXCCS003 Address client needs

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage ongoing and sometimes complex relationships with clients. It requires the ability to match client services to client needs and to be familiar with service provision options that can be negotiated with the client and customised to meet their needs.

This unit applies to individuals who work in a client service delivery role such as program developers and coordinators, competition organisers, trip leaders, after-school or holiday-care coordinators, logistics coordinators and sports trainers in work environments such as community recreation centres, aquatics centres and camps.

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 needs.

PERFORMANCE CRITERIA

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

- 1.1 Establish rapport with clients.
- 1.2 Identify and confirm client needs, expectations and preferences.
- 1.3 Explain available services to client using appropriate communication strategies.

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| 2. Recommend services. | 2.1 Develop and maintain knowledge of client services. |
| | 2.2 Research and compare other relevant available services. |
| | 2.3 Match client needs to available services and respond to client queries and requests. |
| | 2.4 Identify gaps in service provision in relation to client needs. |
| | 2.5 Recommend alternative services when needs cannot be met. |
| 3. Customise services. | 3.1 Assist client to evaluate service options according to their needs. |
| | 3.2 Determine and prioritise preferred service option. |
| | 3.3 Identify potential areas of difficulty in client service delivery and take action to meet needs. |
| | 3.4 Develop customised solutions specific to customer requirements. |
| | 3.5 Negotiate and confirm solutions with client. |
| 4. Confirm services. | 4.1 Complete documentation as required according to organisational policies and procedures. |
| | 4.2 Refer client to appropriate personnel and follow up to ensure satisfaction with service provision. |

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:	interpret documentation in relation to service delivery.
Problem-solving skills to:	negotiate modifications and solutions to address specific client needs.

Unit Mapping Information

SISXCCS404A Address client needs

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 SISXCCS003 Address client needs

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 professional and personalised client services within commercial time constraints and designated response times that meet client expectations in relation to at least three of the following:
 - general assistance
 - special requests
 - fitness programs
 - recreational activities
 - aquatics based programs
 - sport based programs
- communicate with customers from each of the following categories in providing a total client service experience:
 - different ages
 - different social and cultural backgrounds
 - special needs
- negotiate with client to address any areas where clients are experiencing difficulties or concerns
- customise services to the individual's needs.

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
- detailed product knowledge to recommend customised solutions to meet client needs
- services offered by other providers to make recommendations to clients when their needs cannot be met
- principles and benefits of enhanced customer service experiences and positive communication
- techniques to anticipate customer preferences, needs and expectations throughout the service experience
- methods for enhancing service delivery in response to staff and customer feedback
- conflict resolution strategies to enable safe and satisfactory delivery of client service and resolution of complaints
- the specific industry sector:
 - professional service standards and protocols for service industry personnel
 - attitudes and attributes expected by the service industries to work with customers
 - different customer service needs and expectations
- the particular organisation:
 - designated response times for providing service and resolving complaints
 - customer service policies and procedures, including those for complaint handling
 - promotional services offered.

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:

- documentation related to service provision and organisational policies and procedures for customer service:
 - staff codes of behaviour
 - documentation requirements
 - quality systems, standards and guidelines
 - customer service and feedback requirements
- 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.

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

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