



Australian Government

SISXCCS004 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 the needs, preferences and expectations of clients, promote programs, services and facilities, and provide initial response to client complaints. Service provision could be face-to-face, via electronic means or over the telephone.

This unit applies to any type of sport, fitness, aquatic or recreation organisation including commercial, not-for-profit, community and government organisations. It applies to individuals working in a range of sport, fitness, aquatic or recreation service roles at different levels of responsibility.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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. Establish rapport with client using clear and positive communication suited to the communication medium.
- 1.2. Identify and confirm client needs, preferences, and expectations through active questioning.
- 1.3. Provide information about available programs, services and

- facilities suited to identified client requirements.
- 1.4. Actively engage with client to explain the features and benefits of different services.
 - 1.5. Identify personal limitations in addressing client needs and seek support from relevant personnel.
2. Provide quality service experience.
 - 2.1. Provide professional and personalised service to meet client needs.
 - 2.2. Anticipate client needs, preferences and expectations throughout the provision of services.
 - 2.3. Meet all reasonable client requests promptly and explain alternate service offerings that may suit needs.
 - 2.4. Confirm client satisfaction and implement appropriate adjustments to service as required.
 3. Respond to customer complaints.
 - 3.1. Resolve routine customer problems according to own level of responsibility and organisational procedures.
 - 3.2. Respond promptly to client complaints in a positive and cooperative manner and establish the nature and details of the issue.
 - 3.3. Refer unresolved complaints to appropriate personnel for action according to organisational procedures.

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 detailed and familiar organisational client service procedures - interpret written client enquiries of varying complexity.
Writing skills to:	produce clear and concise customer messages, notes, emails and online communications.
Oral communication skills to:	ask open and closed probe questions and actively listen to elicit information from clients and to determine client understanding of information provided.
Initiative and enterprise skills to:	act on feedback from clients to improve quality of own service provision.

Unit Mapping Information

Supersedes and is equivalent to SISXCCS001 Provide quality service.

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 SISXCCS004 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:

- communicate effectively to identify and respond to the needs of six different sport, fitness, aquatic or recreation clients
- across the above six customer interactions, cover:
 - face-to-face client service
 - service via written media
 - service via the telephone
 - response to two different client complaints.

Knowledge Evidence

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

- organisational procedures for client service and complaint handling
- basic requirements of consumer law for refunds, exchanges and organisational responsibility for supplying products and services as described or substituting suitable products and services when unable
- principles and practices of quality client service and positive communication
- techniques for effective communication:
 - open and closed questioning
 - paraphrasing
 - active listening
- effective techniques for responding to customer complaints
- effective communication strategies for interacting with clients from diverse cultural backgrounds
- communication conventions for delivering quality service and providing information via:
 - face-to-face interactions, including appropriate:
 - voice tonality and volume
 - body language
 - gestures
 - written media including emails and online platforms
 - the telephone

- specific to the sport, fitness, aquatic or recreation environment:
 - typical organisational client service standards, including designated response times for client contact
 - attitudes and attributes expected of service personnel to work with clients
 - personal presentation standards for service personnel
 - common client service and complaint handling role responsibilities, boundaries and reporting lines for service personnel
- features and benefits of different types of products and services offered by the organisation.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated industry environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with clients; these can be:
 - clients in an industry workplace, or
 - individuals who participate in simulated activities used for the purpose of skills assessment
- information about organisational products and services
- organisational procedures for client service and complaint handling.

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

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