



Australian Government

Assessment Requirements for SISXCCS005 Monitor and evaluate 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:

- monitor the effectiveness and quality of service delivery to sport, fitness, aquatic or recreation clients on two occasions and provide constructive feedback to staff members to improve service delivery
- collect and evaluate client and staff feedback on the provision of two different sport, fitness, aquatic or recreation service offerings
- for each of the two evaluations, produce a report that includes:
 - summary of feedback, client service issues and satisfaction trends
 - recommendations for future improvements in client service standards, policies and procedures
 - identification of staff training needs to improve service provision.

Knowledge Evidence

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

- specific to the sport, fitness, aquatic or recreation environment:
 - typical organisational client service standards, policies and procedures
 - the purpose of client service standards, policies and procedures and how they are used to drive quality service provision
 - roles and responsibilities of operational personnel, supervisors and managers in providing and monitoring quality client service
 - client service training options
- effective techniques for:
 - monitoring implementation of client service standards
 - observing service delivery without interruption to service
 - positively communicating feedback and service improvement suggestions to staff members
- methods of obtaining feedback from clients and staff and the effectiveness of each:
 - formal surveys and questionnaires
 - formal customer interviews
 - informal discussions with customers

- service discussions with employees during the course of each business day
- regular staff meetings that involve service discussions
- seeking staff suggestions for content of customer service standards, policies and procedures
- other methods for assessing the effectiveness of client service practices:
 - reviewing the number and nature of client complaints
 - evaluating improvements suggested by staff and clients involved in complaints
 - monitoring staff ability to meet requirements of standards, policies and procedures
 - evaluating content of standards, policies and procedures to identify unrealistic expectations or shortfalls in content
- meaning of quantitative and qualitative data and how these can be analysed and effectively reported
- format, inclusions and style of evaluation reports that express factual and subjective information
- techniques used to draw and express conclusions and recommendations.

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 client service personnel; these can be:
 - staff in an industry workplace, or
 - individuals who participate in simulated activities used for the purpose of skills assessment
- quantitative and qualitative data from client and staff feedback on service provision
- organisational client service standards, policies and procedures.

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

Links

Companion Volume implementation guides are found in VETNet -

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