

<b>UNIT CODE</b>	<b>SISXCCS005</b>
<b>UNIT TITLE</b>	<b>Monitor and evaluate customer service</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to monitor customer service and evaluate the quality of service provision. It requires the ability to report on service provision and make recommendations for change to service standards, policies and procedures.</p> <p>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 senior personnel, including supervisors and managers, who operate independently or with limited guidance from others.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Client and Customer Service
<b>UNIT SECTOR</b>	Cross-Sector

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support implementation of client service standards and systems.	<p>1.1 Monitor implementation of organisational client service standards and systems by staff members.</p> <p>1.2 Observe service delivery, identify successes and gaps in staff standard of service and provide constructive feedback.</p> <p>1.3 Take immediate corrective action where necessary to improve client service delivery.</p> <p>1.4 Identify and diagnose problems with service delivery.</p> <p>1.5 Identify required training for staff members to achieve required service standards.</p>

2. Evaluate and report client feedback.	<p>2.1 Seek formal feedback from clients and staff according to organisational requirements.</p> <p>2.2 <a href="#">Collate feedback and identify client service issues and satisfaction trends.</a></p> <p>2.3 <a href="#">Report conclusions and recommendations to address service issues.</a></p> <p>2.4 Provide recommendations on refinement and future development of client service standards, policies and procedures.</p>
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>■ interpret organisational documents of varying complexity including client service standards, policies and procedures</li> <li>■ interpret the intent and extract relevant content of client opinions.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>■ produce cohesive evaluation reports using language suitable for purpose and audience</li> <li>■ present factual information without ambiguity</li> <li>■ summarise and paraphrase a variety of customer and staff opinions without altering meaning.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>■ critically evaluate successes and failures of client service provision to suggest improvements.</li> </ul>
Teamwork skills to:	<ul style="list-style-type: none"> <li>■ provide clear and effective feedback to encourage and support the provision of consistent and quality client service provision.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Supersedes and is not equivalent to SISXCCS002 Coordinate client service activities
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for SISXCCS005 Monitor and evaluate customer service</b>
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<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>■ observe 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</li> <li>■ collect and evaluate client and staff feedback on the provision of two different sport, fitness, aquatic or recreation service offerings</li> <li>■ for each of the two evaluations, produce a report that includes:             <ul style="list-style-type: none"> <li>○ summary of feedback, client service issues and satisfaction trends</li> <li>○ recommendations for future improvements in client service standards, policies and procedures</li> <li>○ identification of staff training needs to improve service provision.</li> </ul> </li> </ul>
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<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ specific to the sport, fitness, aquatic or recreation environment:             <ul style="list-style-type: none"> <li>○ typical organisational client service standards, policies and procedures</li> <li>○ the purpose of client service standards, policies and procedures and how they are used to drive quality service provision</li> <li>○ roles and responsibilities of operational personnel, supervisors and managers in providing and monitoring quality client service</li> <li>○ client service training options</li> </ul> </li> <li>■ effective techniques for:             <ul style="list-style-type: none"> <li>○ monitoring implementation of client service standards</li> <li>○ observing service delivery without interruption to service</li> <li>○ positively communicating feedback and service improvement suggestions to staff members</li> </ul> </li> <li>■ methods of obtaining feedback from clients and staff and the effectiveness of each:             <ul style="list-style-type: none"> <li>○ formal surveys and questionnaires</li> <li>○ formal customer interviews</li> <li>○ informal discussions with customers</li> <li>○ service discussions with employees during the course of each business day</li> <li>○ regular staff meetings that involve service discussions</li> <li>○ seeking staff suggestions for content of customer service standards, policies and procedures</li> </ul> </li> <li>■ other methods for assessing the effectiveness of client service practices:             <ul style="list-style-type: none"> <li>○ reviewing the number and nature of client complaints</li> <li>○ evaluating improvements suggested by staff and clients involved in complaints</li> <li>○ monitoring staff ability to meet requirements of standards, policies and procedures</li> <li>○ evaluating content of standards, policies and procedures to identify unrealistic expectations or shortfalls in content</li> </ul> </li> <li>■ meaning of quantitative and qualitative data and how these can be analysed and effectively reported</li> <li>■ format, inclusions and style of evaluation reports that express factual and subjective information</li> <li>■ techniques used to draw and express conclusions and recommendations.</li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:</p> <ul style="list-style-type: none"><li>■ a workplace, or</li><li>■ a simulated industry environment set up for the purposes of skills assessment.</li></ul> <p>Assessment must ensure use of:</p> <ul style="list-style-type: none"><li>■ interaction with client service personnel; these can be:<ul style="list-style-type: none"><li>○ staff in an industry workplace, or</li><li>○ individuals who participate in simulated activities used for the purpose of skills assessment</li></ul></li><li>■ quantitative and qualitative data from client and staff feedback on service provision</li><li>■ organisational client service standards, policies and procedures</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide