

## MATRIX Provide customer information and assistance SITXCCS001

**KBT** = Knowledge based test

**PD** = Practical demonstration

**RP** = Role play

**PRO** = Project/portfolio

**AC** = Activities

**AS** = Assignment

Element	Performance Criteria	Assessment tool		
		KBT	PRO	PD
1. Access and update information	1.1 Source and access information on facilities, products and services	Q8	1	
	1.2 Incorporate information into day-to-day work activities	Q7a, 7b, 9	1	✓
	1.3 Share information with colleagues to support the efficiency and quality of service	Q9		✓
	1.4 Identify and use opportunities to update and maintain facility, product and service knowledge	Q8		✓
2. Assist customers	2.1 Proactively identify information and assistance needs of customers, including those with special needs	Q1	1	✓
	2.2 Provide accurate information in a clear, courteous and culturally appropriate way	Q2, 3, 10, 15	1, 2	✓
	2.3 Where appropriate, assist or instruct customers in the safe use of equipment and facilities according to safety requirements, or refer to relevant colleagues	Q4	1	✓
	2.4 Identify and use opportunities to promote internal products and services	Q7a, 7b	1	✓
3. Seek feedback on services	3.1 Proactively seek customer feedback on facilities, products and services	Q6a, 6b		✓
	3.2 Observe customer behaviour to inform future service developments and follow procedures for formal customer evaluation	Q5, 6b, 9		✓
	3.3 Provide information on customer feedback to relevant colleagues	Q6b		✓

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Foundation Skills		Assessment Tool		
		KBT	PRO	PD
Reading	<ul style="list-style-type: none"> <li>Interpret sometimes detailed information on predictable customer requests</li> </ul>		1	✓
Writing	<ul style="list-style-type: none"> <li>Record brief notes and basic information</li> </ul>		1, 2	
Oral communication	<ul style="list-style-type: none"> <li>Listen and respond to diverse customer requests, asking questions to clarify and confirm</li> </ul>			✓
Learning	<ul style="list-style-type: none"> <li>Review own knowledge of information required to assist customers and participate in activities that continuously update it</li> </ul>		1, 2	

Range of Conditions		Assessment Tool		
		KBT	PRO	PD
Opportunities to update and maintain facility, product and service knowledge	<ul style="list-style-type: none"> <li>Discussions with colleagues</li> <li>Internal newsletters</li> <li>Leaflets and brochures</li> <li>Staff noticeboards</li> <li>Team meetings</li> </ul>	Q8, 9, 14		

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Knowledge Evidence	Assessment Tool		
	KBT	PRO	PD
<ul style="list-style-type: none"> <li>Sources of information, advice and referral on organisational facilities, products and services</li> </ul>	Q1, 7a, 7b, 8, 9, 14	1	
<ul style="list-style-type: none"> <li>Details of organisational facilities, products and service                             <ul style="list-style-type: none"> <li>Access</li> <li>Cloaking</li> <li>Direction or location of facilities</li> <li>Facilities for those with special needs</li> <li>Food and beverage</li> <li>New activities, events and procedures</li> <li>Opening hours</li> <li>Operational changes</li> <li>Pricing</li> <li>Promotional activities</li> <li>Ticket sales</li> <li>Times of activities or events</li> </ul> </li> </ul>		1	
<ul style="list-style-type: none"> <li>Organisational service procedures and standards</li> </ul>		2	
<ul style="list-style-type: none"> <li>Relevant legislation relating to customer service:                             <ul style="list-style-type: none"> <li>Australian Consumer Law</li> <li>Equal Employment Opportunity</li> <li>Work Health and Safety</li> <li>Promotions</li> </ul> </li> </ul>	Q11		
<ul style="list-style-type: none"> <li>Organisational policies and procedures to enable ethical and non-discriminatory treatment or client requests and resolution of complaints                             <ul style="list-style-type: none"> <li>Communication protocols</li> <li>Complaint procedures</li> <li>Customer service procedures</li> <li>Reporting procedures</li> <li>Personal presentation</li> <li>Privacy</li> <li>Record-keeping procedures</li> </ul> </li> </ul>		2	

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• Communication mediums required to provide service to clients and colleagues	Q2, 5, 10, 12	1	
• Conflict-resolution strategies	13	2	
• Awareness of customs and practices of various social and cultural groups within Australia to assist with meeting client needs and expectations in regards to: <ul style="list-style-type: none"> <li>• Modes of greeting, farewelling and conversation</li> <li>• Body language and body gestures</li> <li>• Formality of language</li> <li>• Clothing</li> </ul>	Q10, 15	1 & 2	
• Services and products within the organisation that may be suited to particular clients		1	
• Principles and benefits of enhanced customer service experiences and positive communication	Q7a, 16		

Performance Evidence	Assessment Tool		
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:	KBT	PRO	PD
• Provide current, accurate and relevant information and assistance about organisational facilities, products and services to three different customers on three different occasions		1	✓
• Provide above information and assistance in a culturally appropriate manner according to customer service standards		1	✓
• Maintain and extend personal knowledge of relevant facilities, products and services		1,2	✓
• Seek informal feedback from customers on above activities			✓

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Assessment Conditions	Assessment Tool		
	KBT	PRO	PD
<ul style="list-style-type: none"> <li>Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events. This can be:               <ul style="list-style-type: none"> <li>an industry workplace</li> <li>a simulated industry environment.</li> </ul> </li> </ul>			✓
<ul style="list-style-type: none"> <li>Assessment must ensure access to:               <ul style="list-style-type: none"> <li>business equipment:                   <ul style="list-style-type: none"> <li>computers</li> <li>telephones</li> </ul> </li> <li>sources of information on facilities and services</li> <li>organisational specifications for customer service standards</li> <li>customers from different cultural backgrounds with whom the individual can interact; these can be:                   <ul style="list-style-type: none"> <li>customers in an industry workplace during the assessment process; or</li> <li>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.</li> </ul> </li> </ul> </li> </ul>			✓