



# CATAPULT

## SITXCCS006

Provide service to customers

### Unit/Assessment Mapping (Extract)

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This Unit/Assessment Mapping extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXCCS006.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITXCCS006/>

## Unit mapping

**KQ: Knowledge questions**

**PT : Performance tasks**

**KQ**

**PT**

### Elements and performance criteria

#### 1 Communicate with internal and external customers

1.1	Communicate with customers in a professional manner within designated response times using appropriate verbal and non-verbal communication	Q 1.1.a, Q 1.1.b	T 1.a
1.2	Observe and respond to non-verbal communication of customers	Q 1.2	T 1.a
1.3	Use active listening and questioning to facilitate effective two-way communication	Q 1.3	T 1.a
1.4	Select a medium of communication appropriate for the customer and situation	Q 1.4	T 1.b

#### 2 Follow defined organisational standards when delivering service

2.1	Practise high standards of personal presentation and hygiene according to organisational requirements	Q 2.1.a, Q 2.1.b	T 2
2.2	Follow organisational customer service policies and procedures	Q 2.2.a, Q 2.2.b	T 2
2.3	Adhere to professional standards expected of service industry personnel	Q 2.3	T 2

#### 3 Provide service to customers

3.1	Establish rapport with customer to promote goodwill and trust during service delivery	Q 3.1	T 3.a
3.2	Identify customer needs and expectations, including customers with special needs	Q 3.2.a, Q 3.2.b	T 3.b
3.3	Promptly meet all reasonable customer needs and requests	Q 3.3	T 3.c
3.4	Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction	Q 3.4	T 3.d
3.5	Recognise and act upon opportunities to deliver additional levels of service beyond customer's immediate request	Q 3.5	T 3.e

#### 4 Respond to customer complaints

4.1	Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint	Q 4.1	T 4.a
4.2	Respond to customer complaints in a professional manner	Q 4.2	T 4.b
4.3	Identify solutions in consultation with customer	Q 4.3	T 4.b
4.4	Resolve complaints according to own level of responsibility and organisational policy	Q 4.4	T 4.c
4.5	Escalate complex service issues to higher level staff for action	Q 4.5	T 4.c

**KQ: Knowledge questions**

**PT : Performance tasks**

**KQ**

**PT**

## **5 Provide internal feedback on customer service practices**

5.1	Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements	Q 5.1	T 5.a
5.2	Identify individual and recurring complaints and provide internal feedback to avoid future occurrence	Q 5.2	T 5.b

**KQ: Knowledge questions****PT : Performance tasks****KQ****PT****Knowledge evidence**

Principles of quality customer service and positive communication	Q 1.1.a, Q 1.1.b
Appropriate non-verbal communication for customer service: <ul style="list-style-type: none"><li>▪ body language</li><li>▪ culturally specific communication customs and practices</li><li>▪ dress and accessories</li><li>▪ gestures and mannerisms</li><li>▪ use of space</li><li>▪ voice tonality and volume</li></ul>	Q 1.1.a, Q 1.1.b, Q 1.2
Methods for enhancing service delivery in response to staff and customer feedback	Q 3.4
Specific industry sector: <ul style="list-style-type: none"><li>▪ professional service standards expected of service industry personnel</li><li>▪ attitudes and attributes expected by the service industries to work with customers</li><li>▪ standards of personal presentation and hygiene</li><li>▪ different customer service and communication expectations, especially those with special service needs</li></ul>	Q 2.1.a, Q 2.1.b, Q 3.5
Particular organisation: <ul style="list-style-type: none"><li>▪ types of customers<ul style="list-style-type: none"><li>- external</li><li>- internal</li><li>- new</li><li>- regular or repeat</li><li>- visitors</li></ul></li><li>▪ designated response times for acknowledging customers and their enquiry</li><li>▪ personal presentation and hygiene standards</li></ul>	Q 3.3
Customer service policies and procedures, in particular those for: <ul style="list-style-type: none"><li>▪ acknowledging and greeting customers</li><li>▪ complaint and dispute management</li><li>▪ empowerment of different levels of personnel to resolve complaints, disputes, service issues and customer compensation</li><li>▪ loyalty programs</li><li>▪ presentation standards for customer environment, customer service personnel, and documents and promotional materials</li><li>▪ pricing guarantees</li><li>▪ product quality</li><li>▪ refunds and cancellation fees</li><li>▪ response times</li><li>▪ service guarantees</li><li>▪ training staff for customer service and complaint handling</li></ul>	Q 2.3, Q 3.1, Q 4.1, Q 4.2, Q 4.4, Q 4.5

**KQ: Knowledge questions****PT : Performance tasks****KQ****PT**

Awareness of special needs, customs and practices of various social and cultural groups of customers in regards to:

- modes of greeting, farewelling and conversation Q 3.2.a,
- body language and body gestures Q 3.2.b
- formality of language
- clothing

Methods of collecting feedback:

- formal:
  - surveys
  - interviews
  - structured questioning Q 5.1
- informal:
  - observation
  - casual discussion

Essential features, conventions and usage of different types of communication techniques and equipment Q 1.3,  
Q 1.4

**Performance evidence**

Identify customer requirements and provide quality customer service to three different internal and three different external customers to meet requirements	T 1.a, T 3.a, T 3.b, T 3.c, T 3.d, T 3.e
Provide service to above customers in line with organisational customer service standards and within designated organisational response times	T 1.a, T 3.a, T 3.b, T 3.c, T 3.d, T 3.e
Demonstrate procedures to respond to and resolve three different customer complaints according to organisational policies and procedures	T 4.a, T 4.b
Demonstrate effective communication with the above internal and external customers, including any with special needs	T 4.a, T 4.b
Seek formal and informal feedback from customers on above service	T 4.a, T 4.b

smallprint training and assessment materials are a commercially produced resource designed to support and underpin a Registered Training Organisation's (RTO's) delivery strategies.

### smallprint resources

As a provider of commercially available resources to a range of client organisations, smallprint is aware of and considerate of their clients' need to be compliant with quality standards such as NVR, AQTF and State VET Regulations.

smallprint ensures that all its resources are current according to information provided by the official National Register of Information on Training Packages, training.gov.au (TGA).

smallprint assessment tools are mapped against:

- elements and performance criteria
- performance evidence
- knowledge evidence

The RTO must conduct their own validation and mapping to verify that the assessment tools and instruments used:

- enable the collection of evidence that complies with the principles of assessment and the rules of evidence
- can be used by different trainer/ assessors
- can be consistently applied in a range of assessment situations
- fit effectively with the RTO's TAS

If any gaps are identified the RTO must develop their own evidence gathering methods, assessment tools or activities to address these gaps.

If used correctly smallprint assessment tools should provide the basis for a comprehensive assessment in accordance with the rules of evidence and the principles of assessment.

smallprint does not promote that the use of their resources by RTOs will ensure compliance with all VET Regulations.

There are a number of requirements which impact on compliance with VET Regulations and it is the responsibility of the RTO to meet those requirements including the development of their own Training and Assessment Strategy (TAS) or Learning and Assessment Strategy (LAS).

smallprint resources consist of:

- a learning resource
- an assessment workbook

The smallprint learning resource provides content for learning and new skills development.

Each resource is divided into topics which relate directly to the learning elements and performance criteria for each unit.

At the end of each section the learner is provided with:

- a set of true or false questions
- a set of multi choice questions

These questions are self-marking and do not form part of the assessment for the unit. They provide an opportunity to test their understanding of their progress.

The resource is designed for self-paced learning but is also suitable for face to face or workshop delivery.

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### Trainer/ assessor requirements

The trainer/ assessor should provide supplementary information including interpretation of the contents of this resource.

They should initiate discussion about the subject matter and should encourage the learner to contribute their own experiences and interpretations of the material.

The learner should be encouraged by their trainer/ assessor to undertake additional research.

This might include:

- reading
- reflection
- drawing upon their knowledge in practice situations beyond what has been facilitated by the trainer

It is not necessary to work through the guides in the order in which they are written; however this is at the discretion of the trainer/ assessor.

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The assessment workbook contains the following sections:

- about this unit
- what is competency based training
- how will my competency be assessed
- the tools that will be used to assess competency including:
  - assessment agreement
  - foundation skills checklist
  - skills recognition (RPL) checklist
  - knowledge questions
  - third party agreement
  - performance tasks
  - completion record

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### Trainer/ assessor requirements

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The trainer/ assessor needs to ensure the learner understands:

- the structure of units of competency
  - this specific unit
  - how competency-based assessment works
  - assessment conditions applicable to this unit
  - resources required for assessment
  - rules of evidence
  - reasonable adjustment to ensure equity in assessment for people with disability or with special needs
  - complaints and appeals procedures
  - what constitutes competency
  - your role as a trainer/ assessor
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## Assessment agreement

### Purpose

To ensure that the learner understands the assessment process.

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### Trainer/ assessor requirements

The trainer/ assessor needs to ensure the learner understands:

- how and when the assessment will occur
- the tools that will be used to collect evidence
- the assessment conditions that apply to this unit
- adjustments available if special needs apply
- their rights in relation to complaints and appeals
- all work must be their own
- plagiarism is not acceptable

The learner and the trainer/ assessor both need to sign this form.

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## Foundation skills checklist

### Purpose

To determine foundation skills as defined for this unit of competency.

### Trainer/ assessor requirements

Foundation skills are generally defined as:

- LLN Skills
  - reading
  - writing
  - oral communication
  - numeracy
- Employability skills
  - navigate the world of work
  - interact with others
  - get the work done

Different training packages identify foundation skill requirements in a variety of ways.

In some packages foundation skills are described as being explicit in the performance criteria of the unit of competency.

In others specific foundation skills are identified for individual units of competency.

In others all foundation skills are identified separately.

The trainer/ assessor need to identify the foundation skills levels of the learner to determine whether they have the skills to cope with the training, or whether additional support needs to be provided.

The trainer/ assessor should source and use foundation skills assessment methodologies that are suitable for their learning cohort.

On completion of the assessment the trainer/ assessor should record their final comment and mark as satisfactory/ not satisfactory as appropriate.

### Purpose

To obtain evidence of existing skills and knowledge through:

- previous training courses
- workplace documents
- skills obtained through unpaid work
- references
- other

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### Trainer/ assessor requirements

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The trainer/ assessor needs to determine how they wish to use this section.

Evidence of existing skills may be provided for parts of this unit. This may mean that some of the knowledge questions or performance tasks do not need to be completed.

Where this is done trainer/ assessors should clearly identify and inform the learner what is required.

RTOs may wish to use this section as a Recognition of Prior Learning (RPL) process.

However the trainer/ assessor need to ensure that the evidence provided meets the principles of assessment and rules of evidence.

On completion of the assessment the trainer/ assessor should record their final comment and mark as satisfactory/ not satisfactory as appropriate.

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### Purpose

To obtain evidence of the learner's essential knowledge as outlined in the:

- elements and performance criteria for this unit
- knowledge evidence for this unit

The questions address each performance criteria and are designed to elicit responses that provide evidence of the essential knowledge. The questions are also designed to include the specific knowledge requirements that relate to performance criteria.

Where essential knowledge requirements have not been referred to in performance criteria, additional questions are provided.

### Trainer/ assessor requirements

The trainer/ assessor needs to determine which questions need to be answered to ensure a satisfactory outcome.

The trainer/ assessor should provide clear instructions to the learner as to:

- which questions should be answered
- the manner in which responses should be presented eg, hand written in the space provided, in a word processed document, verbally, on-line
- whether additional questions need to be answered

The questions are designed to be answered in written format. The trainer/ assessor may ask for verbal responses. Where verbal responses are provided the trainer/ assessor needs to clearly note this and ensure that responses are recorded verbatim.

When questions are answered the trainer/ assessor should provide feedback to the learner. Where responses are unsatisfactory the learner should be given the opportunity to provide additional information.

On completion of each answer the trainer/ assessor should record their final comment and mark as satisfactory/ not satisfactory as appropriate.

## Third party evidence collection agreement

### Purpose

To provide third parties with clear instructions about their role.

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### Trainer/ assessor requirements

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The performance tasks has been designed to be observed by either a trainer/ assessor or a third party.

This allows for the fact that some tasks may not be directly observable by the trainer/ assessor due to:

- the complexity of the task
- the need for tasks to be repeated or observed over time
- the presence of an observer may compromise workplace safety
- work activities involving issues of confidentiality and privacy

Where a third party is used to observe the tasks the trainer/ assessor must ensure that the third party clearly understands their role and that they are in a position that allows them to regularly and consistently observe the learner's work performance.

They must be informed that:

- they are not required to conduct the assessment
- their feedback is sought as confirmation that the learner has demonstrated the skills covered in the unit to the standard required
- the assessment decision will be made by a qualified assessor

They must also be informed of:

- the tasks to be observed
- the type and the quantity of evidence to be collected and reported
- the number of performances to observe
- the questions to ask to confirm understanding of the tasks
- the time frames and performance standards applicable to the learner's work performance
- the environment in which the tasks should be performed
- how to record their observations

The third party evidence collection agreement should then be signed.

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### Purpose

To obtain evidence of the learner's ability to:

- perform the tasks outlined in the elements and performance criteria
- perform the specific requirements outlined in the performance evidence

The tasks address:

- individual performance criterion
- where appropriate a group of performance criteria or an element of competency

The tasks are also designed to include the specific performance evidence requirements that relate to performance criteria. Where performance evidence requirements have not been included in performance criteria additional tasks are provided.

The tasks are designed to be observable and provide evidence that the learner has the necessary skills. Observations should occur over a period of time. Performance can be observed in an actual workplace or in a simulated environment.

Some units will require that certain tasks are performed a specific number of times.

### Trainer/ assessor requirements

The trainer/ assessor needs to determine which of the tasks need to be performed to ensure a satisfactory outcome.

The trainer/ assessor should provide clear instructions to the learner as to:

- when the tasks are to be performed
- where the tasks are to be performed
- what they are required to do
- how many times the tasks are to be performed
- who will be observing them
- whether additional tasks need to be answered

Where tasks cannot be easily be observed they can be assessed using role plays and simulations. If performance of particular tasks cannot be observed you might enter into a discussion with the learner or ask them to explain a procedure. In some instances tasks might relate to the production of work products (portfolios/ documents/ outcomes). Although it might not be possible for the trainer/ assessor to observe the total process, the end product of work can provide evidence of performance.

When tasks have been completed the trainer/ assessor should provide feedback to the learner. Where performance is unsatisfactory the learner should be given the opportunity to attempt the task/s again.

Where the tasks have been observed by a third party the trainer/assessor should discuss with the third party what has been observed to ensure that all relevant criteria have been covered and that evidence provided meets the principles of assessment and rules of evidence. This should be recorded as part of the trainer/ assessor comments.

On completion of each task the trainer/ assessor should record their final comment and mark as satisfactory/ not satisfactory as appropriate.

## Completion record

### Purpose

To record the results of work completed in the assessment workbook.

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### Trainer/ assessor requirements

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The trainer/ assessor needs to ensure that the:

- assessment conditions for this unit were met
- learner answered all questions required to the expected standard
- learner performed all the tasks required to the expected standard
- learner has been provided with comments and feedback regarding any additional assessment requirements

The completion record should be completed and signed by the learner and trainer/ assessor.

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