



CATAPULT

SITXCCS014

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 SITXCCS014.

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/SITXCCS014/>

Unit mapping

KQ: Knowledge questions

P: Project

PA: Practical assessment

KQ

P

PA

Elements and performance criteria

E 1 Communicate with internal and external customers

PC 1.1	Communicate with customers in a professional manner within designated response times using appropriate verbal and non-verbal communication	Q 1.1 Q 1.2 Q 1.3 Q 1.4	P 1	PA
PC 1.2	Observe and respond to non-verbal communication of customers	Q 1.5	P 1	PA
PC 1.3	Use active listening and questioning to facilitate effective two-way communication	Q 1.6	P 1	PA
PC 1.4	Select a medium of communication appropriate for the customer and situation	Q 1.7 Q 1.8	P 1	PA

E 2 Follow defined organisational standards when delivering service

PC 2.1	Practise high standards of personal presentation and hygiene according to organisational requirements	Q 2.1 Q 2.2	P 1	PA
PC 2.2	Follow organisational customer service policies and procedures	Q 2.3 Q 2.4 Q 2.5	P 1	PA
PC 2.3	Adhere to professional standards expected of service industry personnel	Q 2.6	P 1	PA

E 3 Provide service to customers

PC 3.1	Establish rapport with customer to promote goodwill and trust during service delivery	Q 3.1 Q 3.2	P 1	PA
PC 3.2	Identify customer needs and expectations, including customers with special needs	Q 3.3 Q 3.4 Q 3.5	P 1	PA
PC 3.3	Promptly meet all reasonable customer needs and requests	Q 3.6 Q 3.7	P 1	PA
PC 3.4	Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction	Q 3.8 Q 3.9	P 1	PA
PC 3.5	Recognise and act upon opportunities to deliver additional levels of service beyond customer's immediate request	Q 3.10 Q 3.11	P 1	PA

KQ: Knowledge questions**P: Project****PA: Practical assessment****KQ****P****PA****Elements and performance criteria****E 4 Respond to customer complaints**

PC 4.1	Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint	Q 4.1 Q 4.2 Q 4.3	P 1	PA
PC 4.2	Respond to customer complaints in a professional manner	Q 4.4	P 1	PA
PC 4.3	Identify solutions in consultation with customer	Q 4.5 Q 4.6	P 1	PA
PC 4.4	Resolve complaints according to own level of responsibility and organisational policy	Q 4.7	P 1	PA
PC 4.5	Escalate complex service issues to higher level staff for action	Q 4.8	P 1	PA

E 5 Provide internal feedback on customer service practices

PC 5.1	Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements	Q 5.1 Q 5.2	P 1	PA
PC 5.2	Identify individual and recurring complaints and provide internal feedback to avoid future occurrence	Q 5.3 Q 5.4 Q 5.5	P 1	PA

KQ: Knowledge questions**P: Project****KQ****P****PA****PA: Practical assessment****Knowledge evidence**

KE 1	Principles of quality customer service and positive communication	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 3.1 Q 3.2 Q 3.10 Q 3.11	P 1
KE 2	Appropriate non-verbal communication for customer service: <ul style="list-style-type: none"> ▪ body language ▪ culturally specific communication customs and practices ▪ dress and accessories ▪ gestures and mannerisms ▪ use of space ▪ voice tonality and volume 	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 1.5	P 1
KE 3	Methods for enhancing service delivery in response to staff and customer feedback	Q 4.1 Q 4.2 Q 4.3 Q 4.4 Q 4.7 Q 5.1 Q 5.2 Q 5.3 Q 5.4 Q 5.5	P 1
KE 4	Professional service standards expected of service industry personnel	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 2.6	P 1
KE 5	Attitudes and attributes expected by the service industries to work with customers	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 2.6 Q 3.1 Q 3.2	P 1
KE 6	Standards of personal presentation and hygiene	Q 2.1 Q 2.2	P 1
KE 7	Different customer service and communication expectations, including those with special service needs	Q 3.1 Q 3.2 Q 3.3 Q 3.4 Q 3.5 Q 3.6 Q 3.7	P 1

KQ: Knowledge questions		KQ	P	PA
P: Project				
PA: Practical assessment				
KE 8	Types of customers <ul style="list-style-type: none"> ▪ external ▪ internal ▪ new ▪ regular or repeat ▪ visitors 	Q 1.1 Q 1.2 Q 1.3 Q 1.4		
KE 9	Designated response times for acknowledging customers and their enquiry	Q 1.1 Q 1.2 Q 1.3 Q 1.4	P 1	
KE 10	Customer service policies and procedures, including those for: <ul style="list-style-type: none"> ▪ acknowledging and greeting customers ▪ complaint and dispute management ▪ empowerment of different levels of personnel to resolve complaints, disputes, service issues and customer compensation ▪ loyalty programs ▪ presentation standards for customer environment, customer service personnel, and documents and promotional materials ▪ pricing guarantees ▪ product quality ▪ refunds and cancellation fees ▪ response times ▪ service guarantees ▪ training staff for customer service and complaint handling 	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 2.1 Q 2.2 Q 2.3 Q 2.4 Q 2.5 Q 3.3 Q 3.4 Q 3.5 Q 3.8 Q 3.9 Q 4.1 Q 4.2 Q 4.3 Q 4.4 Q 4.5 Q 4.6 Q 4.7 Q 4.8	P 1	
KE 11	Awareness of special needs, customs and practices of various social and cultural groups of customers in regard to: <ul style="list-style-type: none"> ▪ modes of greeting, farewelling and conversation ▪ body language and body gestures ▪ formality of language clothing	Q 1.1 Q 1.2 Q 1.3 Q 1.4		
KE 12	Considerations when selecting a mode of communication: <ul style="list-style-type: none"> ▪ assistive technology requirements ▪ use of interpreters ▪ two-way communication systems 	Q 1.7 Q 1.8		

KQ: Knowledge questions**P: Project****KQ****P****PA****PA: Practical assessment**

KE 13	Methods of collecting feedback:	Q 3.3		
	▪ formal:	Q 3.4		
	– surveys	Q 3.5		
	– interviews	Q 4.1		
	– structured questioning	Q 4.2		
	▪ informal:	Q 4.3		
	– observation			
	– casual discussion			

KE 14	Essential features, conventions and use of different types of communication techniques and equipment	Q 1.1		
		Q 1.2		
		Q 1.3		
		Q 1.4		
		Q 1.5		
		Q 1.6		
		Q 1.7		
		Q 1.8		

Performance evidence

PE 1	Identify customer requirements and provide quality customer service to three different internal and three different external customers to meet requirements			PA
PE 2	Provide service to above customers in line with organisational customer service standards and within designated organisational response times			PA
PE 3	Apply procedures to respond to and resolve three different customer complaints according to organisational policies and procedures			PA
PE 4	Use effective communication techniques with the above internal and external customers, including at least one with special needs			PA
PE 5	Seek formal and informal feedback from customers on above service			PA

Trainer/assessor instructions and requirements

These training and assessment materials are a commercially produced resource designed to underpin training and assessment delivery strategies.

Catapult Smallprint resources

Catapult Smallprint resources are current, according to information provided by the official National Register of Information on Training Packages, training.gov.au (TGA).

Catapult Smallprint offer:

- a learning resource—theory component
- an assessment workbook—a suite of assessment tools

The assessment tools are mapped against:

- elements and performance criteria
- performance evidence
- knowledge evidence

Information for Registered Training Organisation only

RTOs 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 to achieve consistent results
- can be applied in a range of assessment situations
- align with the RTO's Training and Assessment Strategy (TAS)

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

If used correctly the assessment tools should provide a comprehensive assessment.

Catapult Smallprint do not promote that the use of their resources will ensure compliance with all VET Regulations. It is the responsibility of the RTO to meet those requirements and develop their own Training and Assessment Strategy (TAS).

Learning resource

The learning content is divided into topics which address the learning elements and performance criteria for each unit.

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

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

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

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

The trainer/assessor should provide supplementary information including interpretation of the contents of this resource. They should initiate discussion about the subject matter and encourage learners to contribute their own experiences and their interpretations of the material.

Learners should be encouraged to undertake additional research.

This might include:

- reading
- reflection
- drawing on their own knowledge and experience

It is not necessary to work through the resource in the order in which it is written. This is at the discretion of the trainer/assessor.

Assessment workbook

The trainer/assessor must explain to learners:

- what competency-based training is
- how competency-based assessment works and how they will be assessed
- what constitutes competency
- the assessment conditions applicable to this unit
- the resources required for assessment
- the Rules of Evidence
- the training organisation's complaints and appeals procedures
- the role of the trainer/assessor
- how the skills recognition (RPL) checklist can be used
- when the completion record will be signed

The tools that can be used to assess learners' competencies include the:

- knowledge questions
 - project
 - practical assessment
-

Assessment agreement

The trainer/assessor must explain:

- how and when assessment will occur
- the tools and instruments that will be used to collect evidence
- the assessment conditions that apply to this unit
- how adjustments can be made for special needs
- the learner's rights if they want to dispute an assessment result
- that all work submitted by the learner must be their own
- that plagiarism is not acceptable
- why the assessment agreement must be signed

The learner and the trainer/assessor need to sign the assessment agreement.

Foundation skills checklist

The trainer/assessor should identify the foundation skills levels of learners to determine whether additional support needs to be provided.

The foundation skills checklist in this resource is a general listing of the base foundation skills that are required to successfully complete any unit of competency

Foundation skills are:

- LLN Skills
 - reading
 - writing
 - oral communication
 - numeracy
- Employability skills
 - navigating the world of work
 - interacting with others
 - getting the work done

Training packages identify foundation skill requirements in a variety of ways:

- in some packages foundation skills are 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 should source and use foundation skills assessment methodologies that suit the learner cohort.

Skills recognition

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

Evidence of existing skills can be provided for all or parts of the unit. This could mean that some of the knowledge questions or practical tasks do not need to be completed.

Evidence of existing skills and knowledge can be obtained by sighting, for example:

- previous training results or qualifications
- workplace documents
- testimonials of skills obtained through unpaid work
- references from employers

Trainer/assessors must discuss the evidence requirements with the learner.

Any evidence submitted must comply with the Principles of Assessment and Rules of Evidence.

On completion of an RPL assessment the trainer/assessor should record their comments and mark the applicant's submission as Satisfactory/Not Satisfactory.

Knowledge questions

The knowledge questions address the learner's understanding of the information covered in:

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

The questions address each performance criteria and are designed to elicit evidence of underpinning knowledge.

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

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

The trainer/assessor must provide clear instructions to the learner regarding:

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

If verbal responses are provided the trainer/assessor must document the learner's responses verbatim.

When questions are answered the trainer/assessor should provide feedback to the learner. If responses are unsatisfactory the learner should be given the opportunity to provide additional information or to re-submit.

Answers should be marked as Satisfactory/Not Satisfactory.

Project

Projects are an assessment tool that can address either practical or knowledge-based skills. Learners might be asked to complete the project in addition to the other assessment activities. In some instances, it can be used as an alternative to the knowledge questions or the practical assessment tasks.

The assessor will decide how the project will be used and must advise learners about whether they need to complete it.

Practical assessment

Trainer/assessors must inform learners of:

- the assessment conditions
- the required performance standards
- how, when and where assessment will take place
- any assistance they will receive
- the resources that will be supplied
- how their performance will be recorded
- what to do if they disagree with the assessment results

The practical assessment requires that learners demonstrate the skills they have developed as a result of their training. They must perform the nominated skills and their performance must be observed by the assessor or a suitably qualified and experienced third party. The third party cannot conduct the assessment but can provide supplementary evidence for the assessor to use. Assessor comments must be recorded, and performance results marked as Satisfactory, or Not Satisfactory as they will contribute to the final judgment of competence.

Practical assessments might be conducted in a workplace, as simulations, or as a series of relevant role plays. If assessment cannot be conducted in a workplace the assessor must ensure that the simulations and role plays replicate a workplace as nearly as possible. The assessor is responsible for ensuring that learners have access to the resources needed to complete the assessment.

Completion record

The results of each form of assessment, plus any extra requirements nominated by the assessor, should be recorded in the assessment workbook.

The trainer/assessor must ensure that the:

- assessment conditions for this unit were met
- learner answered the knowledge questions at the required standard for the unit level
- learner performed all the practical tasks to the required standard for the unit level
- learner was provided with detailed feedback
- any additional assessment requirements were completed

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