

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBCMM301A	Process customer complaints	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Communication – Interpersonal Communication
Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various customer service contexts. They may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.
Employability skills	This unit contains employability skills.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> • applying judgement in the application of industry and/or organisational procedures • working with customer complaints • knowledge of organisational procedures and standards for processing complaints. 	<p>Assessment <u>must</u> ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of customer complaints • examples of documents relating to customer complaints policies and procedures. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • observation of presentations • oral or written questioning to assess knowledge of individual's role in processing customer complaints • review of documentation outlining necessary reports relating to customer complaints • review of complaints/disputes register. 	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • customer service units • other general administration units.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify trends and positions of products and services
- communication skills to interpret customer complaints, and to monitor and advise on customer service strategies and resolutions
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
- problem solving skills to deal with customer enquiries or complaints, to apply organisational procedures to a range of situations and to exercise judgement in this application.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- importance of good communication skills and the individual's role in processing customer complaints
- organisational procedures and standards for processing complaints and recommending appropriate action.

Element	Performance Criteria	Range Statement
1 Respond to complaints	1.1 Process <i>customer complaints</i> using <i>effective communication</i> in accordance with organisational procedures established under organisational policies, legislation or codes of practice.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><i>Customers</i> may include:</p> <ul style="list-style-type: none"> • customers with routine or specific requests • internal or external customers • people from a range of social, cultural or ethnic backgrounds • people who may be unwell, drug affected or emotionally distressed • people with varying physical and mental abilities • regular and new customers. <p><i>Complaints</i> may include:</p> <ul style="list-style-type: none"> • different types of severity, formality and sources • scenarios where external bodies such as police are required • straightforward customer dissatisfaction • level of documentation required. <p><i>Effective communication</i> may include:</p> <ul style="list-style-type: none"> • giving customers full attention • maintaining eye contact (for face to face interactions), except where eye contact may be culturally inappropriate • speaking clearly and concisely • using appropriate language and tone of voice • using clear written information/communication • using non verbal communication e.g. body language, personal presentation (for face to face interactions).
	1.2 Obtain, document and review necessary reports relating to customer complaints.	<p><i>Documenting</i> reports relating to customer complaints may include:</p> <ul style="list-style-type: none"> • completed forms and written reports • using audio visual tapes • using computer based systems.
	1.3 Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes.	

Element	Performance Criteria	Range Statement
	1.4 Negotiate resolution of the complaint and obtain agreement where possible.	
	1.5 Maintain a register of complaints/disputes.	
	1.6 Inform customer of the outcome of the investigation.	
2 Refer complaints	2.1 Identify complaints that require referral to other personnel or external bodies.	
	2.2 Make referrals to appropriate personnel for follow up in accordance with individual level of responsibility.	<p>Referrals may include:</p> <ul style="list-style-type: none"> • external bodies e.g. Ombudsman, Independent Commission Against Corruption (ICAC), police • relevant superiors in the organisational hierarchy.
	2.3 Forward all documents and investigation reports.	
	2.4 Follow up appropriate personnel to gain prompt decisions.	
3 Exercise judgement to resolve customer service issues	3.1 Identify implications of issues for customer and organisation.	
	3.2 Analyse, explain and negotiate appropriate options for resolution with customer.	
	3.3 Propose viable options in accordance with appropriate legislative requirements and enterprise policies.	
	3.4 Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel.	