



Australian Government

Assessment Requirements for SIRXCEG002 Assist with customer difficulties

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow organisational policies and procedures to appropriately respond to four customer difficulties that individually or cumulatively involve:
 - customer complaint
 - dissatisfied customer
 - product or service issue
 - product or service refunds
- demonstrate the appropriate steps for responding to two of the following difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer.
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Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
 - processing refunds and exchanges
 - resolving customer complaints
 - recording customer complaints
 - dealing with difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer
 - escalated customer complaints
- techniques for:
 - identifying customer dissatisfaction

- preventing escalation of customer complaints
- resolving complaints to maintain brand integrity
- communicating with dissatisfied customers
- commercial impacts of:
 - cost of refunds and exchanges
 - loss to business resulting from customer dissatisfaction
 - negative word of mouth
- value and role of customer feedback in improving service delivery
- key aspects of consumer protection laws relevant to the selling of products and services:
 - organisational responsibilities and rights
 - customer rights
 - refunds and exchanges
- common causes of customer difficulties.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures for:
 - processing refunds and exchanges
 - resolving customer complaints
 - recording customer complaints
 - dealing with difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer
 - escalated customer complaints
 - current plain English regulatory documents distributed by government regulators outlining key aspects of consumer protection laws
- customers with whom the individual can interact; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>