

# Unit of competency details

## BSBCMM301B - Process customer complaints

### Summary

Releases:	Release	Status	Release date
	1	Current	2011/11/28

Usage recommendation: **Superseded**

### Mapping information

Mapping	Notes	Date
Is superseded by and equivalent to BSBCMM301 - Process customer complaints	Updated to meet Standards for Training Packages	2015/03/25
Supersedes and is equivalent to BSBCMM301A - Process customer complaints	This unit replaces BSBCMM301A Process customer complaints. Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures.	2011/11/28

### Accredited courses that have this unit in the completion mapping

Code	Title
10428NAT	Diploma of Styling (Fashion, Image and Media)

### Training packages that include this unit

Code	Title	Release
TLI10	TRANSPORT AND LOGISTICS TRAINING PACKAGE	3.0 - 4.2
PSP12	Public Sector Training Package	1.0
MSF	Furnishing Training Package	1.0 - 1.3
FPI11	Forest and Forest Products Training Package	1.1 - 2.3
FNS10	Financial Services Training Package	5.0 - 5.1
BSB07	Business Services Training Package	6.0 - 9.0

### Qualifications that include this unit

Code		Title	Release
TLI32410		Certificate III in Logistics	3 - 4
TLI21810		Certificate II in Logistics	3
MSF31313		Certificate III in Kitchens and Bathrooms - Retail Services	1
MSF31013		Certificate III in Interior Decoration Retail Services	1
FPI30611		Certificate III in Timber Merchandising	2 - 4
FNS41512		Certificate IV in Life Insurance	2
FNS40111		Certificate IV in Credit Management	3
FNS30610		Certificate III in Insurance Broking	3
FNS30511		Certificate III in General Insurance	3
FNS30410		Certificate III in Mercantile Agents	3
FNS30311		Certificate III in Accounts Administration	2
FNS30210		Certificate III in Personal Injury Management (ClaimsManagement)	3

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Code		Title	Release
FNS30111		Certificate III in Financial Services	4
BSB31112		Certificate III in Business Administration (Medical)	1
BSB31107		Certificate III in Business Administration (Medical)	2
BSB31012		Certificate III in Business Administration (Legal)	1
BSB31007		Certificate III in Business Administration (Legal)	2
BSB30912		Certificate III in Business Administration (Education)	1
BSB30907		Certificate III in Business Administration (Education)	2
BSB30807		Certificate III in Recordkeeping	2
BSB30707		Certificate III in Occupational Health and Safety	2
BSB30612		Certificate III in International Trade	1
BSB30607		Certificate III in International Trade	2
BSB30412		Certificate III in Business Administration	1
BSB30407		Certificate III in Business Administration	2
BSB30211		Certificate III in Customer Contact	2
BSB30112		Certificate III in Business	1
BSB30110		Certificate III in Business	2
BSB20211		Certificate II in Customer Contact	1 - 2

## Skill sets that include this unit

Code		Title	Release
PSPSS00036		Workplace Relations Information Skill Set	1

## Classifications

Scheme	Code	Name
ASCED Module/Unit of Competency Field of Education Identifier	080501	Sales

## Classification history

Scheme	Code	Name	Start date	End date
ASCED Module/Unit of Competency Field of Education Identifier	080501	Sales	2012/04/12	