



Australian Government

Assessment Requirements for AHCMER301 Process customer complaints

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- apply organisational or industry procedures for customer complaints
- investigate the details of and background to the complaint and refer to other parties if required
- negotiate an outcome with the customer if appropriate
- process the complaint according to enterprise policy
- recommend appropriate action arising from the complaint

Knowledge Evidence

The candidate must demonstrate knowledge of:

- State/Territory/Commonwealth legislation, regulations, industry codes of practice, standards and guidelines
- organisational policy and procedures for dealing with complaints
- strategies for dealing with customer complaints
- negotiation and communication strategies
- the individual's role in processing customer complaints

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>