Australian Government

AURSAA001 Process customer complaints in an automotive workplace

Release: 1

AURSAA001 Process customer complaints in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to deal with formal and informal complaints and negative feedback from customers. It involves following established process steps to resolve issues and complaints in order to satisfy both internal and external customer complaints.

It applies to those working in the automotive sales and service industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Sales and Parts, Administration and Management

Unit Sector

Administration

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Clarify nature of complaint	1.1 Details of complaint are established 1.2 Summary of complaint is documented accurately 1.3 Initial explanations about process and apologies appropriate to individual customer's situation are conveyed to customer

　　　　　　　　　　　　　　　PwC's Skills for Australia

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
2. Identify options to resolve complaint	2.1 Possible options for resolving complaint are identified according to workplace procedures 2.2 Solutions outside individual level of responsibility are referred to supervisor
3. Act to resolve complaint	3.1 Chosen solution is outlined to customer according to workplace procedures 3.2 Chosen solution is implemented within required timeframe and conditions are negotiated with customer 3.3 Complaint is referred to supervisor if resolution is not possible or where additional levels of authorisation are required
4. Provide feedback on complaint resolution process	4.1 Effectiveness of complaint resolution solution is assessed against customer feedback 4.2 Changes required to improve complaint resolution procedures are identified and passed on to supervisor for consideration according to workplace procedures 4.3 Workplace documentation is processed according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	• interpret information in warranties, terms and conditions, and receipts relevant to customer complaint.
Oral communication skills to:	• participate in verbal exchanges using active listening and questioning techniques to gather, clarify and confirm customer information and feedback • effectively relate to people from diverse backgrounds using clear language and tone of voice appropriate to situation.
Self-management skills to:	• follow workplace procedures and seek assistance from supervisor as required.
Problem solving skills to:	• apply basic conflict resolution skills for handling dissatisfied customers.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURSAA2001 Process customer complaints

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1