



**Australian Government**

# **AURAMA4005 Manage complex customer issues**

**Release 1**

## AURAMA4005 Manage complex customer issues

### Modification History

Release	Comment
Release 1	Replaces AURC463238B Manage complex customer issues Unit code updated to meet policy requirements. Reference to OHS legislation replaced with new WHS legislation

### Unit Descriptor

Unit descriptor	<p>This unit of competency describes the skills and knowledge required to resolve complex customer complaints or issues.</p> <p>It requires the ability to communicate effectively and make an informed judgement.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
-----------------	--

### Application of the Unit

Application of the unit	This unit applies to individuals who are required to manage and resolve complex customer issues in an automotive environment.
-------------------------	---

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
-----------------------------	--

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Examine the nature of the issue	1.1. Ascertain all facts relating to the issue 1.2. Use effective communication to understand customer feelings and opinions 1.3. Determine enterprise and/or supplier policies relating to the issue
2. Exercise judgement to resolve the issue	2.1. Determine implications of the issue for the customer and organisation 2.2. Analyse and negotiate options for resolution with the customer in accordance with legislative requirements and enterprise policies 2.3. Refer matters for which a solution cannot be negotiated to management
3. Document issue and outcome	3.1. Report outcome of the issue to management 3.2. Incorporate issue and outcome into customer feedback system

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

Required skills include:

- technical skills to the level required to use workplace technology to manage, resolve and record customer issue
- communication skills to the level required to listen effectively to a customer complaint, negotiate effectively to resolve the issue and communicate effectively with the supervisor and other workers, and to relate to people from a range of social, cultural and ethnic backgrounds, and of varying physical and mental abilities
- literacy skills to the level required to identify and understand information related to the issue, the enterprise procedures to resolve issues, and to prepare a report on the issue and outcome
- numeracy skills to the level required to undertake any calculations related to the complex issue management
- problem-solving skills to the level required to undertake diagnostic processes that lead to a solution to the complex customer complaint
- team skills to the level required to seek advice from others to lead to a solution to the complex customer issues

#### Required knowledge

Required knowledge includes:

- negotiation and problem-solving strategies
- industry codes of conduct
- applicable commonwealth, state or territory legislation, regulations, standards and codes of practice, including workplace health and safety (WHS), personal safety and environment, relevant to resolving complex customer complaints
- organisational policies and procedures, including quality requirements, reporting and recording procedures, and work organisation and planning processes, related to resolving complex customer complaints

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>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.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Assessors must be satisfied that the candidate can competently and consistently:</p> <ul style="list-style-type: none"> <li>• observe safety procedures and requirements</li> <li>• communicate effectively with others involved in or affected by the work</li> <li>• select methods and techniques which are appropriate to the circumstances</li> <li>• understand and follow enterprise procedures to resolve customer complaints</li> <li>• use a planned approach to resolve the complaint</li> <li>• determine the facts and implications of the issue for both the customer and the organisation</li> <li>• resolve the customer complaint to the satisfaction of both the customer and the enterprise</li> <li>• document the resolved issue according to workplace procedures.</li> </ul>
<b>Context of and specific resources for assessment</b>	<ul style="list-style-type: none"> <li>• The application of competency is to be assessed in the workplace or a simulated environment that reflects as far as possible the actual working environment.</li> <li>• Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints.</li> <li>• Assessment is to comply with relevant regulatory requirements, including specified Australian standards.</li> <li>• Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.</li> <li>• The following resources should be made available: <ul style="list-style-type: none"> <li>• details of a range of complex customer complaints</li> <li>• workplace procedures related to customer service</li> <li>• legislation and codes of practice</li> <li>• computer hardware and software, calculators and general office equipment.</li> </ul> </li> </ul>
<b>Method of assessment</b>	<ul style="list-style-type: none"> <li>• Assessment must satisfy the endorsed Assessment Guidelines of this Training Package.</li> <li>• Assessment methods must confirm consistency and accuracy of</li> </ul>

<b>EVIDENCE GUIDE</b>	
	<p>performance (over time and in a range of workplace relevant contexts) together with application of Required Skills and Knowledge.</p> <ul style="list-style-type: none"> <li>• Assessment methods must be by direct observation of tasks and include questioning on Required Skills and Knowledge to ensure its correct interpretation and application.</li> <li>• Assessment may be applied under project-related conditions (real or simulated) and require evidence of process.</li> <li>• Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.</li> <li>• Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.</li> </ul>
<b>Guidance information for assessment</b>	Assessment processes and techniques must be culturally sensitive and appropriate to the language and literacy capacity of the candidate and the work being performed.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. 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.

#### Complex issues

Complex issues may include:

- cost issues
- warranty issues
- policy matters
- commercial decisions taken
- code of practice adherence
- work standards
- time taken or time expected to repair
- selection of parts

#### Options for resolution

Options for resolution may include:

- rework
- reduced fee for work completed/agreed
- additional services for free/reduced fee
- referrals to other suppliers

#### Workplace procedures

Workplace procedures may include:

- customers issue resolution process and procedures
- industry and workplace codes of practice
- product manufacturer and component supplier specifications
- industry and workplace codes of practice

#### Legislative requirements

Legislative requirements are to be in accordance with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice, and may include:

- award and enterprise agreements
- industrial relations
- Australian standards
- Australian Design Rules
- confidentiality and privacy
- WHS
- the environment

<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• equal opportunity</li> <li>• anti-discrimination</li> <li>• duty of care</li> </ul>
<b>WHS requirements</b>	<p>WHS requirements are to be in accordance with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and may include:</p> <ul style="list-style-type: none"> <li>• personal protective equipment and clothing</li> <li>• safety equipment</li> <li>• first aid equipment</li> <li>• hazard and risk control</li> <li>• elimination of hazardous materials and substances</li> <li>• manual handling, including shifting, lifting and carrying</li> <li>• emergency procedures</li> <li>• road rules</li> <li>• safe driving policy</li> </ul>
<b>Environmental requirements</b>	<p>Environmental requirements may include:</p> <ul style="list-style-type: none"> <li>• waste management</li> <li>• noise</li> <li>• dust</li> <li>• clean-up management</li> </ul>
<b>Organisational policies and procedures</b>	<p>Organisational policies and procedures may include:</p> <ul style="list-style-type: none"> <li>• quality policies and procedures, including Australian standards</li> <li>• WHS, sustainability, environment, equal opportunity and anti-discrimination</li> <li>• manufacturer specifications and industry codes of practice</li> <li>• safe work procedures</li> <li>• reporting and recording procedures</li> </ul>



**Unit Sector(s)**

<b>Unit sector</b>	Common
--------------------	--------

**Co-requisite units**

Not applicable.

**Competency field**

<b>Competency field</b>	Management, Leadership and Supervision
-------------------------	--