



Australian Government

**Assessment Requirements for
CPPCMN3004 Respond to enquiries and
complaints**

Release: 1

Assessment Requirements for CPPCMN3004 Respond to enquiries and complaints

Modification History

Release 1.

Replaces superseded equivalent CPPCMN3004A Respond to enquiries and complaints.

This version first released with CPP Property Services Training Package Version 2.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must deal with:

- one routine enquiry for advice or general information, or suggestion for service or product improvement
- one special enquiry requiring further research or consultation
- one routine complaint requiring investigation
- one complex complaint requiring referral to other personnel
- one matter where client needs are complex and require adaptation or a combination of products or services.

For each of the above, the person must:

- use knowledge of company procedures
- handle clients and situations with diplomacy and tact
- clarify customer enquiries and complaints using communication skills
- provide solutions or options and resolve issues within required timeframes
- record and document issues and resolution according to company requirements
- refer matters to appropriate personnel as required and according to company requirements.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- Australian standards, quality assurance and certification requirements relevant to responding to enquiries and complaints
- common industry and company service problems and solutions
- company policies and procedures for handling and documenting client complaints, including:
 - client confidentiality provisions
 - client service procedures
 - code of conduct or ethics
 - company dress and presentation requirements

- quality and continuous improvement processes and standards
- work documentation and reporting procedures
- details of products and services offered by the company
- industry advisory standards and codes of practice relevant to company operation
- legislation and regulations that apply to responding to enquiries and complaints, including:
 - anti-discrimination
 - consumer protection
 - environmental protection
 - privacy
 - work health and safety
- options for solutions and responses to client enquiries and complaints, including:
 - additional service provision
 - changes in service provision
 - litigation
 - mediation
 - no action
 - payment of compensation
 - rectification
 - cancellation of services
 - client education
 - general advice
 - information on products and services available, including features and benefits
 - planned visits
 - provision of further information
 - quotations and pricing estimates
 - referral to others, including specialist advisors
 - standard industry disclaimers
- range of client expectations in relation to services offered by the company
- relevance of good communication and own role in processing client complaints.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - telephone
 - computer with access to email, internet and company information
- materials:
 - tools and equipment for investigating site of client complaint, if required
- specifications:

- company information
- manufacturer specifications and other technical information
- plain English guides to relevant legislative guidelines, standards and codes of practice
- physical conditions:
 - access to site of client complaint, if required
- relationships with team members and supervisor:
 - acting alone under supervision
 - access to supervisor and other relevant personnel for assistance with gathering information
- relationship with client:
 - direct communication with client or agent representing client
- timeframe:
 - according to work order.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>