



Australian Government

Department of Education, Employment and Workplace Relations

CPPCMN3004A Respond to enquiries and complaints

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to respond effectively to client enquiries and complaints regarding company services. The worker needs to handle formal or informal enquiries, as well as negative feedback and complaints from clients, about products and services.

The unit requires the worker to accept responsibility for processing client enquiries or complaints and communicating with clients to resolve issues. It also requires the worker to have research ability and administrative skills in order to satisfy complex client needs, and to be familiar with products and services that may vary widely.

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

Application of the Unit

Application of the unit

The unit may be expected to apply to a worker who has significant contact with external clients. The worker could provide information on routine, well-defined services or products to clients, or deal with enquiries or complaints of a more complex nature.

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision, within company guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills 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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify nature and type of enquiry or complaint.	1.1 <i>Client</i> is addressed in a courteous and business-like manner according to <i>company requirements</i> . 1.2 Details of enquiry or <i>complaint</i> are confirmed through suitable <i>communication</i> with client according to company requirements. 1.3 <i>Client needs</i> and degree of urgency are established promptly according to company requirements. 1.4 Details of enquiry or complaint are recorded to ensure accurate records are maintained according to company and <i>legislative requirements</i> . 1.5 Impact of relevant legislative and company requirements for handling enquiries and complaints is identified. 1.6 Arrangements and follow-up are made for enquiries or complaints requiring additional research, according to company requirements.
2. Research information relevant to enquiry or complaint.	2.1 <i>Information</i> relevant to client needs is identified from company and industry sources according to company requirements. 2.2 <i>Records</i> are reviewed to establish history of service according to company requirements. 2.3 Site is inspected, where appropriate with client, to consider enquiry or confirm existence of problem according to company requirements. 2.4 Probability of associated problems is assessed using available information according to company requirements. 2.5 Advice is sought from <i>appropriate personnel</i> where necessary on nature of problem and proposed <i>solution</i> according to company requirements.
3. Refer enquiries or complaints.	3.1 Enquiries or complaints that require referral to other personnel or external bodies are identified according to legislative and company requirements. 3.2 Referrals to appropriate personnel are made for follow-up according to individual level of responsibility and company requirements. 3.3 Documents and investigation reports are forwarded to appropriate personnel according to company requirements. 3.4 Follow-up is made with appropriate personnel to gain prompt decisions according to company requirements.

ELEMENT	PERFORMANCE CRITERIA
4. Communicate with clients and/or their agents to resolve issue.	4.1 Need for written, verbal or personal <i>response</i> is established according to nature of enquiry and company requirements. 4.2 Response to enquiry or complaint is prepared and communicated according to company requirements.
5. Satisfy complex client needs.	5.1 Possibilities for meeting client needs are explained to client according to legislative and company requirements. 5.2 Clients are assisted to evaluate product and service options to satisfy their needs according to legislative and company requirements. 5.3 Preferred action is determined and prioritised according to legislative and company requirements. 5.4 Potential difficulties in client service delivery are identified and appropriate action is taken according to legislative and company requirements.
6. Update relevant files and records.	6.1 <i>Business documentation</i> is completed according to company requirements. 6.2 Relevant staff members are promptly advised of work allocations according to company requirements. 6.3 Information on type and source of enquiries is collated to enable subsequent data analysis according to company requirements.
7. Update policy and procedures where required.	7.1 Information on identified problem and solution is provided to management to assist in updating company policy and procedures according to company requirements. 7.2 Staff members are debriefed on the nature of problems and implemented solutions to reduce incidence of recurrence according to legislative and company requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- customer service skills to:

REQUIRED SKILLS AND KNOWLEDGE

- establish rapport with clients
- gain clients' trust
- interpret and respond appropriately to clients enquiries and complaints
- interpersonal skills to relate to people from diverse backgrounds
- language and literacy skills for:
 - communicating clearly and concisely verbally and in writing
 - completing business documentation
 - entering information into databases
 - listening, including use of active listening techniques
 - negotiating
 - questioning with open and closed questions
 - recording and reporting accurately
 - requesting advice
 - sourcing and using information
- problem-solving skills to:
 - assess client enquiry or complaint
 - finalise an agreed resolution
 - select appropriate response

Required knowledge

- client motivations and expectations
- common industry and company service problems and solutions
- company policy and procedures for handling and documenting client complaints, including client confidentiality provisions
- detailed product and service knowledge
- legislation, regulations, codes of practice and industry advisory standards that apply to responding to enquiries and complaints, including consumer protection
- relevance of client complaints, good communication and own role in processing client complaints

Evidence Guide

EVIDENCE GUIDE

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.

- Overview of assessment** This unit of competency could be assessed by observing responses to a range of client enquiries and complaints.
- Critical aspects for assessment and evidence required to demonstrate competency in this unit** A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.
- In particular the person should demonstrate the ability to:
- handle complaints using knowledge of company procedures
 - handle difficult clients and situations with diplomacy and tact
 - identify customer needs through the use of appropriate interpersonal skills
 - provide solutions or options and resolve issues within appropriate timeframes
 - record and document issues and resolution according to company requirements
 - refer complaints to appropriate personnel according to company requirements.
- Context of and specific resources for assessment** Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.
- Resource implications for assessment include access to:
- assessment documentation forms and record books
 - company procedures for complaints handling
 - relevant databases and information sources
 - suitable work area, or a simulated workplace environment, that allows for demonstration of handling client complaints.
- Method of assessment** Assessment methods must:
- satisfy the endorsed Assessment Guidelines of the Property Services Training Package
 - include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical

application

- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

This unit could be assessed on its own or in combination with other units relevant to the job function.

Guidance information for assessment

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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.

Clients may be internal and external and include:

- people with routine or special requests
- people from diverse backgrounds
- people with varying physical and mental abilities
- regular and new customers, including:
 - business enterprises, including private or public companies
 - government agencies
 - members of the public
 - residents of private households
 - suppliers and manufacturers.

Company requirements may include:

- client confidentiality procedures
- client service procedures
- code of ethics

- company image
- dress and presentation requirements
- legal and company policy and guidelines
- legislative and regulatory requirements relevant to the work or service function, including:
 - anti-discrimination and equal employment opportunities
 - codes of conduct
 - consumer law
 - environmental law
 - harassment and other laws specific to local government
 - OHS
 - privacy legislation
- OHS policies, procedures and programs
- policies and procedures outlining work roles, responsibilities and delegations
- quality and continuous improvement processes and standards
- reporting procedures.
- simple client dissatisfaction that can be resolved on the spot
- scenarios where external bodies are required as a result of:
 - formality
 - severity
 - source.

Complaints may range from:

Communication may include:

Client needs may relate to:

Legislative requirements may include:

- personal visit
- presentation
- telephone discussions.
- advice or general information
- domestic, commercial or industrial interests
- hours of operation
- making complaints or suggestions
- purchasing products and services
- specific requests.
- Australian standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes, such as:
 - building code
 - dangerous goods code

- relevant commonwealth, state and territory legislation and local government regulations that affect company operation, such as:
 - anti-discrimination and diversity
 - chemical controls
 - chemical registers and manifests
 - consumer protection
 - dangerous goods Acts and regulations
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - motor and commercial vehicle transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

- Information*** may be:
- communicated electronically, such as by email
 - contained in company databases
 - contained in manufacturer specifications and information
 - provided verbally
 - provided in writing, such as product brochures.

- Records*** may include:
- audiovisual, such as recordings
 - computer-based systems
 - verbal discussions with operators
 - written forms and reports.

- Appropriate personnel*** may include:
- colleagues
 - staff and employee representatives
 - supervisors and line managers
 - suppliers and manufacturers.

- Solutions*** may involve:
- additional service provision
 - changes in service provision
 - clear explanations
 - litigations
 - mediations

- no action
 - payments of compensation
 - rectifications.
- Responses** may include:
- 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.
- Business documentation** may include:
- databases
 - emails
 - faxes
 - quotations and pricing estimates
 - standard letters
 - statements
 - tax invoices.

Unit Sector(s)

Unit sector Common

Competency field

Competency field