



**Australian Government**

**Assessment Requirements for  
SIRXCEG008 Manage disrespectful,  
aggressive or abusive customers**

**Release: 1**

# Assessment Requirements for SIRXCEG008 Manage disrespectful, aggressive or abusive customers

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- demonstrate appropriate techniques to deal with customers displaying each of the following characteristics:
  - disrespect
  - verbal aggression
  - physical aggression or violence
- demonstrate appropriate actions to respond to the following situations:
  - customer refusing to comply with policies on premises
  - customer refusing to leave
  - where staff or other customers are in danger or intimidated by customer behaviour.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- relevant state and territory government legislation and regulation relating to customer service:
  - Australian Consumer Law
  - Public Health Acts
  - Privacy Act 1988 (Cth)
- organisational policies and procedures for:
  - dealing with disrespectful, aggressive or abusive customers
  - dealing with customers who have committed a crime
  - recording and reporting customer incidents
  - escalating customer incidents
  - de-briefing following an incident
  - work health and safety (WHS)
- possible causes of disrespectful, aggressive or abusive customer behaviour including:
  - personal attributes of customer
  - mental illness or intoxication
  - misunderstanding directives from staff

- incorrect prices or quotes
- lack of availability of stock
- delays in receiving product or service
- problem with product or service
- communication barriers
- unmet expectations
- refused entry or ejection from premises
- situations where there is no readily identifiable cause
- types of behaviours exhibited by disrespectful, aggressive or abusive customers:
  - refusal to follow directives
  - customers who are unable to be pacified
  - abusive or inappropriate language
  - verbal threats and aggression
  - physically aggressive or threatening behaviour
  - racial abuse
  - threatening group behaviour (swarming)
- risks associated with exposure to disrespectful, aggressive or abusive customers:
  - low morale
  - physical injury
  - emotional damage
  - absenteeism
  - staff turnover
- strategies for dealing with disrespectful, aggressive or abusive customers:
  - verbal communication techniques
    - active listening
    - open and closed questioning
    - paraphrasing and summarising
    - voice tone, pitch and volume
  - assertive behaviour
  - negotiation
  - defusing and de-escalation techniques
  - perspective taking
  - use of verbal and non-verbal cues
  - escalation to supervisor
  - seeking external intervention from security staff or police
- actions for when customer actions or behaviour pose a threat to the safety of self, others or property:
  - remove self or others from immediate area
  - ejecting customer from premises
  - use of personal alarms

- use of physical barriers
- seeking external intervention from security staff or police
- use of safe rooms or secure areas
- body language and its role in customer service:
  - maintaining a respectful distance
  - non-verbal cues
  - personal space
- communication practices:
  - speak clearly and concisely
  - allow the customer to speak
  - ask questions
  - check for understanding
  - avoid attempts at humour
  - maintain respect and courtesy
  - awareness of non-verbal communication
  - awareness of cultural differences when communicating
- environmental means to assist in dealing with disrespectful, aggressive or abusive customers:
  - signage
  - use of space
  - physical barriers or shields
  - use of personal alarms
  - use of safe-rooms
  - plain-English documentation and information
- personal approaches to dealing with disrespectful, aggressive or abusive customers:
  - understanding scope and responsibility of job role
  - responding without signs of defensiveness
  - avoiding power struggles, threats or ultimatums
  - ensuring all solutions are actionable and achievable
  - recognising own personal boundaries and physical limitations
  - de-personalising negative encounters
- techniques for:
  - identifying workplace stressors
  - responding to workplace stressors
  - building resilience
  - monitoring personal health and well-being
- techniques to respond to physical, mental or emotional impacts of an incident:
  - supervisor de-briefing
  - taking a break
  - returning home from the workplace

- professional counselling.

## Assessment Conditions

Skills must be demonstrated in a customer service environment. This can be:

- an industry workplace; or
- a simulated industry environment.

Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.

Assessment must ensure access to:

- organisational policies and procedures for:
  - customer service standards
  - dealing with aggressive or abusive customers
  - recording and reporting customer incidents
  - escalating customer incidents
  - staff self-care and wellbeing
  - de-briefing following an incident:
    - operational
    - staff welfare
  - work health and safety
- current plain English documents distributed by Government regulators outlining key aspects of:
  - consumer protection laws
  - consumer behaviour requirements
  - WHS guides
- customers with whom the individual can interact; these can be:
  - individuals in an industry workplace; or
  - individuals who participate in role plays or simulated activities set up for the purpose of assessment, in a simulated industry environment
- assessment activities that reflect a range of realistic, industry relevant situations and scenarios.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume Implementation Guides - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>