



Australian Government

Department of Education, Employment and Workplace Relations

AURC463238A Manage complex customer issues

Release: 1

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Modification History

Unit Descriptor

This unit covers the competence required to examine the cause of a complaint and act within limits of authority to resolve the complaint and document the issue and outcome.

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Application of the Unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

Elements and Performance Criteria Pre-Content

Elements define essential outcomes of a unit of competence

Performance criteria specify the level of performance required to demonstrate achievement of the element

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Elements and Performance Criteria

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Element	Performance Criteria
1 Examine the nature of the issue	1.1 All facts relating to the issue are ascertained
	1.2 Customer feelings and opinions are understood through effective communication
	1.3 Enterprise and/or supplier policies relating to the issue are determined

- 2 Exercise judgement to resolve the issue
 - 2.1 Implications of the issue for the customer and organisation are identified
 - 2.2 Options for resolution are analysed and negotiated with the customer
 - 2.3 Proposed options are in accordance with legislative requirements and enterprise policies
 - 2.4 Matters for which a solution cannot be negotiated are referred to management
- 3 Document issue and outcome
 - 3.1 Outcome of the issue is reported to management
 - 3.2 Issue and outcome is incorporated into customer feedback system

Required Skills and Knowledge

Evidence Guide

The Evidence Guide identifies critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical aspects of evidence

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

examining the cause of the complaint, acting within limits of authority to resolve the complaint and documenting the issue and outcome

Underpinning knowledge

OH&S legislation

Industry and legislative requirements

Enterprise standards and procedures

Specific key competencies, underpinning and employability skills required to achieve the performance criteria

These include a number of processes learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 - relates to working effectively within set conditions and processes;

Level 2 - relates to management or facilitation of conditions or processes; and

Level 3 - relates to design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

Collect, analyse and organise information	Collect, analyse and organise information related to collating and analysing customer complaints (Level 2)
Communicate ideas and information	Communicate ideas and information ensuring staff are advised of enterprise policies and procedures and to refer unsolved complaints to management (Level 2)
Plan and organise activities	Plan and organise activities as preferred methodologies are developed to negotiate solutions (Level 1)
Work with others and in a team	Work with others and in a team by seeking team member advice and support (Level 3)
Use mathematical ideas and techniques	Use mathematical ideas and techniques to ensure accurate documents are kept, including total cost of complaints (Level 1)
Solve problems	Establish diagnostic processes ensuring customer complaints are analysed and solutions negotiated (Level 2)
Use technology	Use workplace technology related to documenting customer complaints and data (Level 1)
Context of assessment	Underpinning knowledge and skills may be assessed on or off the job The assessment of practical skills must take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace

conditions is acceptable

The prescribed outcome must be able to be achieved without direct supervision

Method of assessment

Practical assessments:

identify customer position, feelings and opinions relating to an issue

recommend and justify a proposed solution to selected issues

obtain internal and customer agreement to a proposed solution

incorporate issues and outcomes into the customer feedback system

Specific resource requirements for this unit

The following should be made available:

a workplace or simulated workplace

documentation, such as enterprise policy and procedure manuals relating to customer service, enterprise telephone directory, legislation and codes of practice

a range of customers with different requirements (real or simulated)

a communication system or a range of communication equipment

a real or simulated

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Unit scope

Methods include:

communications

documenting information

Unit scope (**continued**)

Issues involving action at this level may be:

warranty issues

policy matters

commercial decisions taken

codes of practice

Industry/legislative/enterprise requirements for resolution may include:

consumer affairs legislation

Trade Practices Act

anti-discrimination legislation

Options for resolution may include:

rework

reduced fee for work completed/agreed

additional services for free/reduced fee

referrals to other suppliers

Unit context

This unit of competence applies to the following and should be contextualised to the qualification to which it is being applied:

RS&R

Information

Enterprise operating procedures

Safety (OH&S)

Product manufacturer/component supplier specifications

Customer requirements

Industry/workplace codes of practice

State/Territory OH&S legislation

Award provisions

Unit Sector(s)