



Australian Government

BSBOPS305 Process customer complaints

Release: 1

BSBOPS305 Process customer complaints

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes skills and knowledge required to handle complaints from customers.

The unit applies to those who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

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

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Receive complaints	1.1 Assess complaint according to organisational policy 1.2 Inform relevant stakeholders that complaint has been received 1.3 Document customer complaints according to organisational policies and procedures
2. Process complaints	2.1 Identify complaints requiring escalation according to organisational policy, and escalate as required 2.2 Identify additional information requirements to resolve complaints that do not require escalation 2.3 Prepare information for resolving complaint
3. Resolve complaints	3.1 Identify implications of complaint for customer and organisation 3.2 Analyse options to resolve customer complaints according to

ELEMENT	PERFORMANCE CRITERIA
	legislation, organisational policies and codes of practice 3.3 Propose options according to legislative requirements and organisational policies 3.4 Escalate matters for which a solution cannot be determined to relevant personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	Identifies and interprets textual information to determine legislative, regulatory and organisational requirements
Writing	- Documents complaints and actions taken according to organisational requirements - Records spoken information clearly and accurately for future reference
Oral communication	- Presents or requests information using words and non-verbal features appropriate to the audience and context - Uses listening and questioning techniques to gather information and confirm understanding
Planning and organising	- Takes responsibility for planning, sequencing and completing tasks to achieve required outcomes - Follows organisational communication practices and procedures when referring complaints, seeking advice or negotiating outcomes
Problem-solving	Addresses less predictable problems applying problem solving processes in determining solutions that meet organisational requirements
Technology	Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to BSBCMM301 Process customer complaints.

Supersedes but is not equivalent to:

- BSBCUE304 Provide sales solutions to customers
- BSBCUE308 Conduct outbound customer engagement.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS305 Process customer complaints

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- process at least three customer complaints relating to business operations.

In the course of the above, the candidate must:

- follow organisational procedures when referring and resolving complaints.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of legislation relating to customers including Australian Consumer Law and consumer guarantees
- communication techniques for handling customer complaints
- organisational policies, procedures and standards for processing complaints
- organisational escalation procedures and relevant personnel.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures relevant to customer complaints
- legislation and codes of practice relevant to customer complaints.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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