



Australian Government

Assessment Requirements for MEM15018 Investigate consumer complaints

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM15018B Investigate consumer complaints.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- recording allegation details in accordance with organisational procedures
- screening complaints to ensure they are relevant on at least two occasions
- accessing applicable sources of information
- identifying and organising suitable equipment and briefing personnel concerning the requirements of the investigation on at least two occasions
- establishing appropriate courses of action on at least two occasions, including surveillance of trading premises to verify complainant's allegations, gathering evidence to prove all elements of a breach and maintaining the integrity of evidence
- communicating outcomes of the investigation to the complainant within specified organisational timeframes
- completing documentation in accordance with procedures and planning follow-up activities.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures
- different methods of complaint lodgements
- organisational policy guidelines concerning complaints
- organisational guidelines in regard to timelines
- equipment required to investigate complaints
- organisation's guidelines for the deployment of personnel
- scope of possible investigation activities available
- elements of offence
- available surveillance methods for different types of complaints and premises

- evidence required to prove breaches of legislation
- types of investigation methods
- required procedures for the handling of evidence to maintain its integrity
- reasons for selecting relevant components of a routine field inspection
- legislative requirements and obligations for the issuing of notices
- organisation's policy guidelines for return visits
- specific reporting procedures
- complaint outcome classifications
- complaint documentation procedures.
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Assessment Conditions

- Assessors must:
 - have vocational competency in investigating consumer complaints at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires.
- Where possible, assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>