



Australian Government

MEM15018 Investigate consumer complaints

Release: 1

MEM15018 Investigate consumer complaints

Modification History

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

Application

This unit of competency defines the skills and knowledge required to investigate consumer complaints in relation to measurement and is designed for those performing trade measurement inspection activities in trading environments.

It applies to investigating consumer complaints, including those relating to pre-packed articles, use of measuring instruments, trading practices, servicing licensees and public weighbridges.

Where interpretation of technical drawings is required, unit MEM09002 Interpret technical drawing should also be selected.

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

Band: B

Unit Weight: 6

Pre-requisite Unit

MEM11011 Undertake manual handling

MEM12023 Perform engineering measurements

MEM13015 Work safely and effectively in manufacturing and engineering

MEM15004 Perform inspection

MEM15005 Select and control inspection processes and procedures

MEM15015 Examine trading practices

MEM15016 Inspect pre-packed articles

MEM16004 Perform internal/external customer service

MEM16006 Organise and communicate information

MEM18001 Use hand tools

Competency Field

Quality

Elements and Performance Criteria

Elements	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 and document the complaint	1.1 Follow standard operating procedures (SOPs) 1.2 Comply with work health and safety (WHS) requirements at all times 1.3 Record allegations in accordance with organisational procedures 1.4 Screen complaints to ensure that they are relevant to trade measurement and assess to determine priority 1.5 Advise complainant of investigative process and timeframes for feedback
2. Plan the investigation	2.1 Assess the information received for possible breaches in relation to the legislation 2.2 Research trader history and complaint precedence 2.3 Organise suitable equipment and personnel to undertake the investigation 2.4 Research enforcement policies and procedures to ascertain appropriate action to be implemented
3. Investigate the complaint	3.1 Conduct preliminary investigation to gather <i>prima facie</i> evidence in accordance with organisational procedures 3.2 Gather evidence to substantiate a breach in accordance with investigative practices 3.3 Conduct the relevant components of a routine field inspection
4. Finalise the complaint investigation	4.1 Communicate information relevant to the inspection to the trader 4.2 Determine and apply approved procedures to remedy non-compliance 4.3 Complete inspection documentation in accordance with organisational procedures
5. Complete complaint file documentation	5.1 Advise complainant of outcome of the investigation 5.2 Complete complaint documentation in accordance with organisational guidelines

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

WHS considerations include one or more of the following:	• storage and transportation of test equipment • site/premises conditions • disposal of dangerous materials • storage of seized equipment/products • specific safety equipment and clothing • manual handling techniques • product handling equipment • weather.
Organisational procedures relate to one or more of the following:	• trial purchase • surveillance • witness statements • verification/in-service inspection procedures • pre-packed articles inspection procedures • trading practices inspection procedures • routine field inspection procedures.
Complaints relate to one or more of the following:	• measuring instruments • pre-packed articles • trading practices • servicing licensees • public weighbridge licensees • fair trading matters relating to trade measurement.
Sources of information include one or more of the following:	• uniform test procedures • international handbook • Australian Standards • investigation method guidelines • business/company details • organisational database • searches from other government agencies.
Legislation includes one or	• enabling legislation • WHS

more of the following:	• environmental legislation • enforcement policies.
Equipment includes one or more of the following:	• reference standards • test equipment • safety equipment.
Documentation includes one or more of the following:	• organisational forms • notices • field books • product handling sheets • educational material/brochures.

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MEM15018 Investigate consumer complaints

Modification History

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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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