



Australian Government

Department of Education, Employment and Workplace Relations

MEM15018B Investigate consumer complaints

Release: 1

MEM15018B Investigate consumer complaints

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	The unit covers the competency required to investigate consumer complaints in relation to measurement.
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Application of the Unit

Application of the unit	This unit is designed for those performing trade measurement inspection activities in trading environments. This unit applies to investigating consumer complaints such as those relating to pre-packed articles, use of measuring instruments, trading practices, servicing licensees and public weighbridges. Reference material includes uniform test procedures, international handbook, Australian standards and investigation method guidelines. Relevant workplace health and safety/environmental considerations are 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, and weather. Band: B Unit Weight: 6
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM11011B	Undertake manual handling
	MEM12023A	Perform engineering measurements
	MEM15004B	Perform inspection
	MEM15005B	Select and control inspection processes and procedures
	MEM15015C	Examine trading practices
	MEM15016B	Inspect pre-packed articles
	MEM16004B	Perform internal/external customer service
	MEM18001C	Use hand tools

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Receive and document the complaint	1.1. Allegations are recorded in accordance with organisational procedures. 1.2. Complaints are screened to ensure that they are relevant to trade measurement and are assessed to determine priority. 1.3. Complainant is advised of investigative process and timeframes for feedback.
2. Plan the investigation	2.1. The information received is assessed for possible breaches in relation to the legislation. 2.2. Trader history and complaint precedence is researched. 2.3. Suitable equipment and personnel are organised to undertake the investigation. 2.4. Enforcement policies and procedures are researched to ascertain appropriate action to be implemented.
3. Investigate the complaint	3.1. Preliminary investigation to gather prima facie evidence is conducted in accordance with organisational procedures. 3.2. Evidence is gathered to substantiate a breach in accordance with investigative practices. 3.3. The relevant components of a routine field inspection are conducted in accordance with organisational procedures.
4. Finalise the complaint investigation	4.1. Information relevant to the inspection is communicated to the trader. 4.2. Approved procedures to remedy non-compliance are determined and applied. 4.3. Inspection documentation is completed in accordance with organisational procedures.
5. Complete complaint file documentation	5.1. Complainant is advised of outcome of the investigation. 5.2. Complaint documentation is completed in accordance with organisational guidelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- accurately recording complaint details
- prioritising complaints and other related activities
- researching and applying relevant legislation to the complaint investigation
- accessing and using organisational information systems
- identifying and organising suitable equipment and personnel
- briefing personnel concerning the requirements of the investigation
- accessing the organisation's enforcement policies and procedures
- establishing appropriate courses of action
- conducting surveillance of trading premises is conducted
- gathering information to verify the complainant's allegations
- gathering evidence to prove all elements of a breach
- using appropriate investigative techniques are used
- maintaining the integrity of evidence
- responding to traders' concerns
- discussing traders' enquiries and concerns.
- explaining legislative requirements and obligations to the trader
- completing notices in accordance with organisational guidelines
- planning follow-up activities
- recording results of the inspection accurately in organisation's information files
- completing breach reports in accordance with organisational guidelines
- communicating outcomes of the investigation to the complainant within specified organisational timeframes
- applying interpersonal communication and listening skills
- accurately recording results of the investigation in the complaint file

Required knowledge

Look for evidence that confirms knowledge of:

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

REQUIRED SKILLS AND KNOWLEDGE

- the evidence required to prove a range of breaches of legislation
- a range of investigation methods
- the required procedures for the handling of evidence to maintain its integrity
- the 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

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to investigate consumer complaints. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, i.e. the candidate is not in productive work, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with investigating consumer complaints, or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE**Guidance information for assessment****Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational procedures

Trial purchase, surveillance, witness statements, verification/in-service inspection procedures, pre-packed articles inspection procedures, trading practices inspection procedures, routine field inspection procedures

Complaints

Measuring instruments, pre-packed articles, trading practices, servicing licensees, public weighbridge licensees, fair trading matters relating to trade measurement

Sources of information

Business/company details, organisational database, searches from other government agencies

Legislation

Enabling legislation, workplace, health and safety, environmental legislation, enforcement policies

Equipment

Reference standards, test equipment, safety equipment

Documentation

Organisational forms, notices, field books, product handling sheets, educational material/brochures

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Quality
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