



Australian Government

Department of Education, Employment and Workplace Relations

PSPWPR401A Process incoming workplace relations enquiries

Release 3

PSPWPR401A Process incoming workplace relations enquiries

Modification History

Release	TP Version	Comments
3	PSP12V1	Layout adjusted. No changes to content.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the ability to process incoming workplace relations enquiries. It includes the timely and prescribed response to calls and emails using information and communications technology and systems, and the completion of associated recording and reporting tasks. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

In practice, people processing incoming workplace relations queries may be working:

- as first line response staff in an advisory body, providing general advice to external clients, such as employees, employers, human resources staff and union members
- in the human resources division of an organisation, providing advice in response to internal queries

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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 range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for processing incoming workplace relations queries	1.1. Workstation is ergonomically adjusted to comply with health and safety requirements. 1.2. Features and operation of information and communication technology and systems are identified and understood. 1.3. Scripts or call guides are located, reviewed to identify variations, and practised as necessary. 1.4. Key performance indicators are identified and understood. 1.5. Recording and reporting requirements are identified and understood.
2. Process incoming workplace relations telephone queries	2.1. Incoming calls are answered using appropriate telephone techniques according to workplace procedures. 2.2. Call details required for organisational records are obtained and noted according to workplace procedures. 2.3. Abusive or aggressive calls are referred or terminated according to workplace procedures. 2.4. Calls requiring referral are placed on hold and transferred according to workplace procedures. 2.5. Calls are finalised and details recorded according to workplace procedures. 2.6. Calls and recording requirements are managed to ensure performance targets are met.
3. Process incoming written workplace relations enquiries	3.1. Incoming correspondence is acknowledged and details of timeframe for response are given according to workplace procedures. 3.2. Written correspondence details required for organisational records are obtained and noted according to workplace procedures. 3.3. Written correspondence requiring referrals are forwarded and details of transfer sent to the enquirer. 3.4. Written correspondence is finalised and details are recorded according to workplace procedures. 3.5. Correspondence and recording requirements are managed to ensure key performance indicators are met.
4. Complete records and generate system reports	4.1. Records are checked to ensure that relevant details are included. 4.2. Periodic system reports are generated and processed according to workplace requirements. 4.3. Manual records are created during information and communications systems down time and transferred to appropriate software system as soon as possible.

Required Skills and Knowledge

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

Required skills

- interpersonal skills to:
 - provide effective customer service
 - relate to people from diverse backgrounds and with diverse needs
- language and literacy skills to:
 - read, interpret and apply workplace procedures and guidelines, including scripts and call guides
 - communicate clearly both verbally and in writing
 - complete required records and reports
- telephone techniques to:
 - handle enquiries using an appropriate manner and tone
 - select appropriate language with reference to enquirers' cultural or disability needs
 - transfer and refer callers
 - deal with abusive and aggressive callers in an appropriate manner
- customer service skills
- self-management skills to apply workplace procedures and policies in relation to handling workplace relations queries
- time-management skills to:
 - efficiently address enquiries
 - facilitate management of enquiry queue
- technology skills to:
 - use communication technology and systems
 - transfer manual records to client-management software system
- communication skills to:
 - provide effective customer service
 - apply relevant client-management procedures when processing enquiries

Required knowledge

- workplace policies and procedures, including OHS requirements and ergonomics
- features and operation of information and communications technology and systems
- electronic and manual recording and reporting systems and procedures
- appropriate use of resources

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.

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

Assessment must confirm the ability to:

- apply ergonomic and health and safety principles to the set-up and use of workstation and equipment
- operate telephony and client-management software systems effectively
- apply relevant client-management procedures to process enquiries to the required quality and productivity standards
- apply procedures for referral and escalation of enquiries
- produce system records and reports to the required standards

Consistency in performance

Competency should be demonstrated by processing a range of enquiries, including both written and verbal enquiries.

Context of and specific resources for assessment

Assessment must comply with:

- organisational client-management and health and safety procedures
- applicable regulations and codes

Access may be required to:

- a simulated work environment
- organisational policies and procedures
- workplace relations information

Guidance information for assessment

The following assessment methods are suggested:

- oral questioning about features and use of telephony and relevant client-management software
- observation of candidate processing a range of incoming enquiries in various formats, including at least two of the following: phone calls, emails, letters (by fax or mail), and online enquiries
- feedback from peers and/or supervisor that the candidate consistently applies relevant workplace procedures
- review of records completed by candidate or reports of performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the

candidate.

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.

Information and communication technology and systems may include:

- telephony
- proprietary client-management software
- fax
- email
- webinar
- online forums
- specialised computer programs
- contact centre management systems
- online learning

Key performance indicators may include:

- number of calls answered
- wait time
- call time
- after call time (record completion)
- quality of response and outcome

Telephone techniques may include:

- call answering timeframe
- standard greetings and introductions
- hold and transfer protocols
- call back protocols
- call finalisation protocols

Workplace procedures may include those relating to:

- OHS
- code of conduct
- conflict of interest
- recording and reporting
- use of resources
- privacy and privacy disclaimers
- referrals

Correspondence may include:

- emails
- faxed letters
- mailed letters
- online queries

Unit Sector(s)

Not applicable.

Competency field

Workplace Relations.