



Australian Government

SIRXCEG002 Assist with customer difficulties

Release: 1

SIRXCEG002 Assist with customer difficulties

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Customer Engagement

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Deal with customer complaints.	1.1. Recognise customer dissatisfaction and take action to avoid escalation. 1.2. Follow organisational policies and procedures to respond to customer complaints according to own level of responsibility and seek solutions in consultation with the customer. 1.3. Refer complex and escalated customer complaints to relevant personnel. 1.4. Maintain a positive and cooperative manner during all customer interactions.

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| | 1.5. Report on customer complaints following organisational procedures. |
| 2. Process refunds and exchanges. | 2.1. Identify reasons for refunds and exchanges, and offer a replacement or alternative product to maximise sales opportunities.
2.2. Process refunds and exchanges and record details according to organisational policies and procedures. |
| 3. Deal with difficult customers. | 3.1. Identify difficult or abusive customers and take swift and tactful action to prevent escalation of problem.
3.2. Identify situations where personal safety of self, customers or team members may be threatened, and seek appropriate assistance. |
| 4. Provide feedback on customer service. | 4.1. Identify consistent and potential customer difficulties and report to relevant personnel for action to prevent future customer dissatisfaction.
4.2. Offer suggestions and solutions to relevant personnel for improved customer experiences. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	ask open and closed questions and actively listen to determine and meet customer preferences.
Self-management skills to:	manage personal emotions in difficult situations.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXCEG002 Assist with customer difficulties

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow organisational policies and procedures to appropriately respond to four customer difficulties that individually or cumulatively involve:
 - customer complaint
 - dissatisfied customer
 - product or service issue
 - product or service refunds
- demonstrate the appropriate steps for responding to two of the following difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer.
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Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
 - processing refunds and exchanges
 - resolving customer complaints
 - recording customer complaints
 - dealing with difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer
 - escalated customer complaints
- techniques for:
 - identifying customer dissatisfaction

- preventing escalation of customer complaints
- resolving complaints to maintain brand integrity
- communicating with dissatisfied customers
- commercial impacts of:
 - cost of refunds and exchanges
 - loss to business resulting from customer dissatisfaction
 - negative word of mouth
- value and role of customer feedback in improving service delivery
- key aspects of consumer protection laws relevant to the selling of products and services:
 - organisational responsibilities and rights
 - customer rights
 - refunds and exchanges
- common causes of customer difficulties.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures for:
 - processing refunds and exchanges
 - resolving customer complaints
 - recording customer complaints
 - dealing with difficult customers:
 - customers that are unable to be pacified
 - customer displaying verbal aggression
 - customer displaying threatening behaviour
 - drug or alcohol affected customer
 - escalated customer complaints
 - current plain English regulatory documents distributed by government regulators outlining key aspects of consumer protection laws
- customers with whom the individual can interact; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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