Contents

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBCMM301 Process customer complaints

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

It applies to individuals who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

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

Unit Sector

Communication – Interpersonal Communication

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBCMM301 Process customer complaints

Modification History

Release	Comments
Release 1	**This version first released with BSB Business Services Training Package Version 1.0.**

Performance Evidence	Evidence of the ability to: • process and document customer complaints according to organisational and legislative requirements • use effective communication techniques to discuss options and resolve complaints • follow correct procedures when referring and following up complaints. Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.
Knowledge Evidence	To complete the unit requirements safely and effectively, the individual must: • identify the key provisions of relevant legislation from all forms of government that may affect aspects of business operations • explain the communication skills required when handling customer complaints • outline organisational procedures and standards for processing complaints • list external bodies to which complaints could be referred.
Assessment Conditions	Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to: • organisational policies and procedures relevant to customer complaints • relevant legislation or codes of practice • office equipment and resources • case studies and, where possible, real situations • interaction with others. Assessors must satisfy NVR/AQTF assessor requirements.
Links	Companion volumes available from the IBSA website: http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBCMM301 Process customer complaints*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Respond to complaints	
Suggested time allocation: 15 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–13
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBCMM301 Process customer complaints*, Release 1 Topic 1: Respond to complaints	• Complaints • Anti-discrimination • Privacy • Competition • Consumer rights • Codes of practice • Work health and safety • Effective communication • Listening skills • Speaking clearly and avoiding jargon • Communicating effectively in writing • Nonverbal communication • Reports • Supporting evidence • Complaint register
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBCMM301 Process customer complaints*. You may wish to discuss recognition of prior learning processes with learners at this stage.	
• Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.	
• Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.	

3.3 Learning mapping

BSBCMM301 Process customer complaints, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Respond to complaints					
1.1	Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice	1A	Process customer complaints	1	LC 1: Part A 1, 2, 3, 4
1.2	Obtain, document and review reports relating to customer complaints	1B	Document and review customer complaint reports	2	LC 1: Part A 6, 8
1.3	Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes	1C	Make decisions about customer complaints	3	LC 1: Part A 6 Part B All Part C
1.4	Negotiate resolution of the complaint and obtain agreement where possible	1D	Resolve customer complaints	4	LC 1: Part A 6
1.5	Maintain a register of complaints/disputes	1E	Maintain a register of customer complaints	5	LC 1: Part A 6, 7
1.6	Inform customer of the outcome of the investigation	1F	Communicate with customers about complaint outcomes	6	LC 1: Part A 5
Element 2: Refer complaints					

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Processing customer complaints at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Processing customer complaints at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBCMM301 Process customer complaints, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Respond to complaints					
1.1 Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice		P1	P1		
1.2 Obtain, document and review reports relating to customer complaints		P3	P3		
1.3 Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes		P5	P5		
1.4 Negotiate resolution of the complaint and obtain agreement where possible				O3	O3
1.5 Maintain a register of complaints/disputes				O6	O6
1.6 Inform customer of the outcome of the investigation		P7	P7		
Element 2: Refer complaints					
2.1 Identify complaints that require referral to other personnel or external bodies	Q4				
2.2 Make referrals to appropriate personnel for follow up in accordance with individual level of responsibility				O9	O9
2.3 Forward all documents and investigation reports				O10	O10

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	*BSBCMM301 Process customer complaints,* Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Processing customer complaints at BizOps Enterprises OR ❑ Part C – Project: Processing customer complaints at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑