

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBCMM301A – PROCESS CUSTOMER COMPLAINTS**
Field Of Study : **Interpersonal Communication**

What is this course all about?

This unit applies to the individuals who are skilled operators and apply a broad range of competencies in various customer service contexts. They may exercise discretion and judgment using appropriate knowledge of products, customer service systems and organizational policies to provide technical advice and support to a team.

When you have finished this course you should be able to demonstrate your ability to:

Respond to complaints – BSBCMM301A/01

- ❑ Process customer complaints using effective communication in accordance with organizational procedures established under organizational policies, legislation or codes of practice
- ❑ Obtain, document and review necessary reports relating to customer complaints
- ❑ Make decisions about customer complaints, taking into account applicable legislation, organizational policies and codes
- ❑ Negotiate resolution of the complaint and obtain agreement where possible
- ❑ Maintain a register of complaints/disputes
- ❑ Inform customer of the outcome of the investigation

Refer Complaints – BSBCMM301A/02

- ❑ Identify complaints that require referral to other personnel or external bodies
- ❑ Make referrals to appropriate personnel for follow-up in accordance with individual level of responsibility
- ❑ Forward all documents and investigation reports
- ❑ Follow-up appropriate personnel to gain prompt decisions

Exercise judgment to resolve customer service issues - BSBCMM301A/03

- ❑ Identify implications of issues for customer and organization
- ❑ Analyse, explain and negotiate appropriate options for resolution with customer
- ❑ Propose viable options in accordance with appropriate legislative requirements and enterprise policies

- ❑ Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff
- ❑ Operations

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Analytical skills to identify trends and positions of products and services
- ❑ Communication skills to interpret customer complaints, and to monitor and advise on customer service strategies and resolutions
- ❑ Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- ❑ Literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
- ❑ Problem- solving skills to deal with customer enquiries or complaints, to apply organizational procedures to a range of situations and to exercise judgment in this application
- ❑ Key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - Anti- discrimination legislations
 - Ethical principles
 - Codes of practice
 - Privacy laws
 - Occupational health and safety (OHS)
- ❑ Incorporating good communication skills in processing customer complaints
- ❑ Organisational procedures and standards for processing complaints and recommending appropriate action

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.