

Accreditation : This Module is a Nationally Accredited Course
Title : **ICTCC252A – RESOLVE CUSTOMER COMPLAINTS**
Field Of Study : **COMPLAINT & FAULTS**

What is this course all about?

This unit applies to the responsibility to record the fault and organise appropriate repair. Fault reports received at this level would normally be in a 'hotline' type environment where a special access number is allocated to a specific product/service.

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

Receive and analyse fault report - ICTCC251A/01

- ❑ Receive and verify fault report with the customer.
- ❑ Record fault details to accurately reflect the information provided by the customer.
- ❑ Verify customer details recorded on enterprise systems with the customer.
- ❑ Review customer product/service information and previous fault history.
- ❑ Relate service assurance obligations to fault handling process.
- ❑ Identify status of warranty and service agreement.
- ❑ Identify one or more courses of action to rectify fault.
- ❑ Escalate fault report where additional information or expertise is needed.

Resolve customer difficulties - ICTCC251A/02

- ❑ Provide advice to customer on repair action to be taken.
- ❑ Initiate action to arrange repair.
- ❑ Advise customers of repair charges.
- ❑ Arrange and agree appointments in the event of site visit.

Complete fault records - ICTCC251A/03

- ❑ Amend customer records.
- ❑ Update fault history records.
- ❑ Obtain and enter fault clearance details.
- ❑ Work is undertaken in manner which is safe to self and to fellow workers

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

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Operations
- ❑ Administration

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

- ❑ Uses effective communication skills to determine nature of fault.
- ❑ Accurately provides all relevant data to person to which the fault has been allocated.
- ❑ Escalates fault reports beyond immediate authority.
- ❑ Proposes appropriate actions for fault reports within immediate authority.
- ❑ Maintains effective communication links with customers at all times.
- ❑ Basic Oral and Written Communication Skills.
- ❑ Basic Customer Service Skills.
- ❑ Empathy
- ❑ Listening Skills.
- ❑ Teamwork.
- ❑ Enterprise Policies, Procedures and Guidelines.
- ❑ Enterprise Mission, Business Goals and Standards.
- ❑ Specific Work Role and Relationships.
- ❑ Enterprise Organisational Structure.
- ❑ Enterprise Fault Repair Policy.
- ❑ Enterprise Protocols Associated With Customer Service.
- ❑ Operational Environment: Customer Base, Company Products and Services
- ❑ Operational Systems And Technology
- ❑ Quality and Continuous Improvement Processes
- ❑ Occupational Health and Safety Standards.

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Privacy Act;
- ❑ Trade Practices Act;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety legislation
- ❑ Industrial Awards and Agreements Including Registered Enterprise Agreements
- ❑ EEO and Anti Discrimination Legislation

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. A certificate will be issued upon successful completion of this module.

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.

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) 9854-6124 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.