



CATAPULT

CPPCMN3004

Respond to enquiries and complaints

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/CPPCMN3004/>

Trainer/assessor guide

CPPCMN3004

Respond to enquiries and complaints

Welcome to this unit of study

This unit of competency specifies the outcomes required to respond effectively to client enquiries and complaints regarding company products and services. The worker needs to handle formal and informal enquiries, as well as negative feedback and complaints from clients.

The unit covers acknowledging and processing client enquiries and complaints, and communicating with clients to resolve issues. It also covers researching and documenting relevant information relating to an enquiry or complaint, which may include site visits where required; and referring the enquiry or complaint to other personnel or external organisations where appropriate.

The unit supports employees without managerial or supervisory responsibilities.

Performance would usually be carried out under routine supervision, within company guidelines. It applies to workers who have significant contact with clients and who provide information on routine, well-defined services or products to clients, and deal with enquiries or complaints of a more complex nature.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

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About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Identify nature and type of enquiry or complaint
- » Investigate enquiry or complaint
- » Refer enquiry or complaint
- » Determine and communicate solution to client and relevant staff
- » Satisfy complex client needs
- » Update company information

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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