

### Third Party Reports

The Third Party Report should be completed by a senior member of staff i.e. a supervisor or manager, where possible. The report should cover the points below, with a description to show that the tasks have been witnessed over time, while working with the learner. Examples, times, dates etc. should be included, if possible.

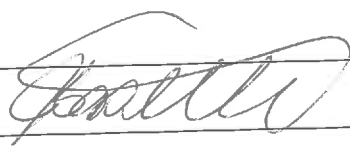
As this unit is about processing customer complaints you will need to have witnessed the learner within a working or training environment:

1. Responding to complaints
2. Referring complaints
3. Exercising judgement to resolve customer service issues.

Ticking yes/no next to the tasks is required, as well as an accompanying report.

### Third Party Checklist

|                                                                                                                                                                                                                |                    |           |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------|--|
| <b>Candidate's Name</b>                                                                                                                                                                                        | Jacqueline Basnett |           |  |
| <b>Assessor or Observer's Name</b>                                                                                                                                                                             | Craig Bradstreet   |           |  |
| <b>Unit of Competence<br/>(Code and Title)</b>                                                                                                                                                                 | BSBCMM301          |           |  |
| <b>Date of Assessment</b>                                                                                                                                                                                      | 09/01/2017         |           |  |
| <b>Location</b>                                                                                                                                                                                                | Loganholme         |           |  |
| <b>Demonstration Tasks</b>                                                                                                                                                                                     |                    |           |  |
| <b>Materials and Equipment</b>                                                                                                                                                                                 |                    |           |  |
| <b>Tasks to be simulated if not witnessed over time:</b>                                                                                                                                                       | <b>Yes</b>         | <b>No</b> |  |
| 1. Did the learner process <i>customer complaints</i> using <i>effective communication</i> according to organisational procedures established under organisational policies, legislation or codes of practice? | ✓                  |           |  |
| 2. Did the learner obtain, <i>document and review reports relating to customer complaints</i> ?                                                                                                                | ✓                  |           |  |
| 3. Did the learner make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes?                                                                    | ✓                  |           |  |
| 4. Did the learner negotiate resolution of the complaint and obtain agreement where possible?                                                                                                                  | ✓                  |           |  |
| 5. Did the learner maintain a register of complaints/disputes?                                                                                                                                                 | ✓                  |           |  |
| 6. Did the learner inform customer of the outcome of the investigation?                                                                                                                                        | ✓                  |           |  |
| 7. Did the learner identify complaints that require referral to other personnel or external bodies?                                                                                                            | ✓                  |           |  |
| 8. Did the learner make <i>referrals</i> to appropriate personnel for follow-up in accordance with individual level of responsibility?                                                                         | ✓                  |           |  |
| 9. Did the learner forward all documents and investigation reports?                                                                                                                                            | ✓                  |           |  |
| 10. Did the learner follow-up appropriate personnel to gain prompt decisions?                                                                                                                                  | ✓                  |           |  |
| 11. Did the learner identify implications of issues for customer and organisation?                                                                                                                             | ✓                  |           |  |
| 12. Did the learner analyse, explain and negotiate appropriate options for resolution with customer?                                                                                                           | ✓                  |           |  |

|                                                                                                                             |                  |                                                                                      |  |
|-----------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------|--|
| 13. Did the learner propose viable options in accordance with appropriate legislative requirements and enterprise policies? |                  | ✓                                                                                    |  |
| 14. Did the learner ensure matters for which a solution cannot be negotiated are referred to appropriate personnel?         |                  | ✓                                                                                    |  |
| The candidate's performance was:                                                                                            | Not Satisfactory | Satisfactory                                                                         |  |
| Further comments:                                                                                                           |                  |                                                                                      |  |
| Candidate's Signature                                                                                                       |                  |   |  |
| Assessor/Observer's Signature                                                                                               |                  |  |  |

### Third Party Evidence

|                                                                     |
|---------------------------------------------------------------------|
| <b>Confidential Information</b>                                     |
| <b>Name of Candidate:</b> Jacqueline Basnett                        |
| <b>RTO:</b> Embark College                                          |
| <b>Unit(s) of Competence:</b> BSBCMM301 Process Customer Complaints |

As part of the assessment for the units of competency, we are seeking evidence to support a judgment about the candidate's competence. As part of the evidence of competence we are seeking reports from the supervisor and other people who work closely with the candidate.

|                                                  |
|--------------------------------------------------|
| <b>Name of the supervisor:</b> Craig Bradstreet  |
| <b>Workplace:</b> Pink Plant Hire & Haulage      |
| <b>Address:</b> 29/8 Riverland Drive, Loganholme |
| <b>Phone:</b> 07 3806 0023                       |

|                                                                                                                  |            |           |
|------------------------------------------------------------------------------------------------------------------|------------|-----------|
| Do you understand which evidence/tasks the candidate has provided/performed that you are required to comment on? | <b>Yes</b> | <b>No</b> |
| As the assessor explains the purpose of the candidates assessment?                                               | <b>Yes</b> | <b>No</b> |
| Are you aware that the candidate will see a copy of this form?                                                   | <b>Yes</b> | <b>No</b> |
| Are you willing to be contacted should further verification of this statement be required?                       | <b>Yes</b> | <b>No</b> |

|                                                                                                                                                    |                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>What is your relationship to the candidate?</b>                                                                                                 | <i>Manager</i>                                                      |
| <b>How long have you worked with the person being assessed?</b>                                                                                    | <i>2.5 years</i>                                                    |
| <b>How closely do you work with the candidate in the area being assessed?</b>                                                                      | <i>Daily</i>                                                        |
| <b>What is your technical experience and/or qualification (s) in the area being assessed? (Include any assessment or training qualifications.)</b> | <i>Previous owner of own business<br/>9 current General manager</i> |

**Does the candidate:**

|                                          |     |    |
|------------------------------------------|-----|----|
| Perform tasks to the industry standards? | Yes | No |
| Managed job tasks effectively?           | Yes | No |
| Implement safe working practices?        | Yes | No |
| Solve problems on the job?               | Yes | No |
| Work well with others?                   | Yes | No |
| Add that to new tasks?                   | Yes | No |
| With unusual or non-routine situations?  | Yes | No |

**Overall do you believe the candidate conforms to the standard required by the unit of competency on a consistent basis?**

Yes.

**Identify any training needs for the candidate:**

**Any other comments:**