



Suite 2201 Level 22
Tower Two, 101 Grafton Street
Bondi Junction, NSW 2022
Tel: 02 8095 6426
E: socap@socap.org.au

SOCAP AUSTRALIA COMPLAINTS PROFESSIONAL CERTIFICATION SCHEME
COURSE WORK COMPETENCY CHECKLIST AND REVIEW - THE AUSTRALIAN COMPETENCY AND ETHICAL FRAMEWORK FOR
PROFESSIONAL COMPLAINT HANDLING

Review of course and materials for eligibility to be included as course work under the SOCAP Australia Complaints Professional Certification Scheme.

Name of Training Course/ Course material to be considered: -----

Name of Course Facilitator -----

Where Course Presented/Attended -----

Review Date -----

I, _____ have reviewed the _____ Training Course /Course materials as presented by _____ and agree this course has been assessed against the Australian Competency and Ethical Framework for Professional Complaint Handling competencies to include the knowledge, skills and ethical understandings as noted in the Framework and required for complaint handlers to be recognised under the SOCAP Australia Complaints Professional Certification Scheme.

Signed ----- Name ----- Date -----

COURSE/MATERIAL NAME _____

KNOWLEDGE , in areas including, but not limited to	SKILLS , in areas including, but not limited to:	ETHICAL UNERSTANDINGS , in areas including, but not limited to:
<input type="checkbox"/> The principles, stages, and functions of the complaint process	<input type="checkbox"/> Communication, including listening, questioning, reflecting and summarising	<input type="checkbox"/> Neutrality and impartiality
<input type="checkbox"/> The roles and functions of a complaint professional	<input type="checkbox"/> Tone of voice and demeanour	<input type="checkbox"/> Transparency and fairness
<input type="checkbox"/> Communication styles and negotiation techniques, particularly in the context of complaints	<input type="checkbox"/> Connecting with customers and colleagues	<input type="checkbox"/> Conflicts of interest and bias
<input type="checkbox"/> How to begin, conduct and terminate a complaint process	<input type="checkbox"/> Problem solving	<input type="checkbox"/> Balancing the needs of the customer with those of the organisation

<input type="checkbox"/> Procedural fairness	<input type="checkbox"/> Flexibility with process	<input type="checkbox"/> Cultural differences and the vulnerable and disadvantaged
<input type="checkbox"/> Language and cultural differences that may affect the complaint process	<input type="checkbox"/> Analysis and systems thinking	<input type="checkbox"/> Confidentiality, privacy and reporting obligations
<input type="checkbox"/> The needs of disadvantaged or vulnerable persons	<input type="checkbox"/> Issues diagnosis and identifying 'root' causes and interests	<input type="checkbox"/> Confidentiality, privacy and reporting obligations
<input type="checkbox"/> Mental distress and its effect on behaviour	<input type="checkbox"/> Resourcefulness	<input type="checkbox"/> Withdrawal from and termination of the complaint process
<input type="checkbox"/> Power imbalance and its effect on negotiations	<input type="checkbox"/> Negotiation	<input type="checkbox"/> Anonymous complaints

<input type="checkbox"/> The internal rules, products and systems of the professional's organisation and how the complaint process relates to internal structures	<input type="checkbox"/> Matching a complainant with effective referrals and pathway options	<input type="checkbox"/> Unethical or illegal conduct of the professional's organisation
<input type="checkbox"/> Referral options, pathways and process alternatives	<input type="checkbox"/> Responding appropriately to those who speak different languages, the disadvantaged and the vulnerable	
<input type="checkbox"/> Case management, reporting, and data capture techniques that track complainants, complaints and systemic issues of the organisation	<input type="checkbox"/> Identifying when a complainant may intend harm to self or others	
<input type="checkbox"/> The legislative, regulatory and industry frameworks that govern complaints	<input type="checkbox"/> Recognising when the complainant or the organisation is acting in bad faith	
<input type="checkbox"/> Legal ramifications and other risk factors that may be present in the complaint process	<input type="checkbox"/> When and how to terminate the complaint process	

	<input type="checkbox"/> Self-awareness and self-management; social awareness and social management (i.e. emotional intelligence)	
	<input type="checkbox"/> Resilience and self-care	
	<input type="checkbox"/> Respect for self and others	
	<input type="checkbox"/> Patience	