

**Specification of Competency Standards**  
**for the Testing, Inspection and Certification Industry**  
**Unit of Competency**

Functional Area - Testing Operations

Title	Investigate complaints and appeals on testing services
Code	105897L5
Range	This unit of competency (UoC) covers the abilities to investigate complaints and appeals on test reports or results by critically analysing suspicious test results and rectifying test reports in a testing laboratory.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge and skills of handling complaints and appeals <ul style="list-style-type: none"> <li>• Explain technical details of sampling, test methods and test results.</li> <li>• Establish expected values for data and results.</li> <li>• Command effective problem solving techniques and cause analysis skills appropriate to test methods.</li> <li>• Describe procedures relating to customer service and communication protocols.</li> </ul> </li> <li>2. Investigate complaints and appeals on testing services <ul style="list-style-type: none"> <li>• Determine the validity of complaints and appeals.</li> <li>• Examine records of performance checks and calibration critically to ensure that the equipment used meet test specifications and requirements.</li> <li>• Examine whether human and/or environmental factors could have effects on the reliability of results.</li> <li>• Evaluate sources of interferences that may have occurred during measurements.</li> <li>• Retrieve stored samples and examine whether they are contaminated or deteriorated.</li> <li>• Verify whether sampling procedures could contribute to unexpected results.</li> <li>• Perform control tests using the new or same samples to check unexpected results.</li> <li>• Investigate possible root causes of unexpected results and the preventive/corrective actions undertaken.</li> <li>• Report investigation outcomes and recommendations for improvements in accordance with laboratory procedures.</li> <li>• Explain investigation outcomes and confidence level for unexpected test results to the complainant / appellant clearly by appropriate communication means.</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Demonstrate a professional approach and positive organisation image by maintaining independence and an ability to resist improper influences.</li> <li>• Maintain the confidentiality of complainant's information in compliance with the code of conduct of the laboratory.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• investigate complaints and appeals by critically analysing unexpected test results in a logical and efficient manner,</li> <li>• explain investigation outcomes to the complainant / appellant clearly using appropriate communication means.</li> </ul>
Remark	