

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

Functional Area - Inspection Operations

Title	Investigate complaints and appeals on inspection services
Code	105923L5
Range	This unit of competency (UoC) covers the abilities to investigate complaints and appeals on inspection reports / certificates by critically analysing suspicious inspection results and rectifying inspection reports.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge and skills of handling complaints and appeals</p> <ul style="list-style-type: none"> • Explain technical details of sampling, inspection methods and procedures, and inspection results. • Command effective problem solving techniques and cause analysis skills appropriate to inspection methods. • Describe procedures relating to customer service and communication protocols. <p>2. Investigate complaints and appeals on inspection services</p> <ul style="list-style-type: none"> • Validate complaints and appeals relating to inspection activities by gathering and verifying all necessary information. • Analyse records of inspection observations, findings, calculations and data transfer. • Examine whether human and/or environmental factors could have effects on the reliability of inspection results. • Evaluate sources of interferences that may have occurred during measurements. • Verify whether sampling procedures could contribute to unexpected results. • Investigate possible root causes of unexpected results and appropriate preventive/corrective actions undertaken. • Record, notify and explain investigation decisions and actions undertaken to complainant or appellant clearly by appropriate communication means in accordance with standard operating procedures of the inspection body. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Demonstrate a professional approach and positive organisation image by maintaining independence and an ability to resist improper influences. • Maintain the confidentiality of complainant's information in compliance with the code of conduct of the inspection body.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • investigate complaints and appeals by critically analysing records of inspection results and data in a logical and efficient manner, • explain investigation decisions and actions undertaken to the complainant / appellant clearly using appropriate communication means.
Remark	