



## Completion record

RTO name	United Transport Solutions Australia
Unit	BSBCMM301 - Process customer complaints
Participant/ Learner name	Ben Howard
Student identifier	8Y3TPNEKNC
Trainer/ Assessor name	Steve Roberts

Were the assessment conditions for this unit met?	<input checked="" type="checkbox"/>
Did the learner answer all knowledge questions required in this unit?	<input checked="" type="checkbox"/>
Did the learner perform all the tasks required in this unit?	<input checked="" type="checkbox"/>

Was additional evidence provided, and verified by the trainer, to confirm that the learner has the skills and knowledge required for this unit?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Reference to the additional evidence (if applicable): Workplace samples.		

If applicable was all the evidence presented at the appropriate AQF level and was it:	Valid	Sufficient	Authentic	Current
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
The learner's work has been assessed as:	Completed	<input checked="" type="checkbox"/>	Not completed	<input type="checkbox"/>

Trainer/ assessor comments and feedback to learner
Solid knowledge shown in all responses.

Assessor Sign off			
Name:	Steve Roberts	Date:	07/09/2020 06:19 AM