

Chapter 6.2.1 > ^{s 47E(d)} > Previous passport holder - establishing identity

A customer may use a previous Australian passport to confirm their identity if the passport was issued

- from 1 January 2006 onwards **and**
- with at least 2 years of validity remaining.

- Once a customer has established their identity with the Australian Passport Office (APO), they can use their previous passport as evidence of identity for renewal applications. Customers must still meet certain criteria (their personal details mustn't have changed, for example).
^{s 47E(d)} – Eligible for streamlined renewal
- The delegate must confirm the identity of these customers by assessing:
 - the completed application form
 - a passport photo
 - the previous passport record.
- The passport renewal process relies on APO's ability to use a customer's facial biometrics to match them to their previous passport record. This is known as a facial recognition (FR) match. APO-commissioned research has confirmed the reliability of FR matches on images held in the database from 1 January 2006.
 - If a customer's FR match confirms they're the holder of their previous passport, APO can issue a new passport. This is because we've previously established the customer's identity and citizenship.
 - We don't need any other supporting documents if the customer hasn't changed any of their personal details.
- Customers **must** present some or all of their identity documents again to confirm their previously established identity if:
 - their previous passport was issued before 1 January 2006 or
 - they can't present their previous passport or
 - any of their personal details have changed.

Emergency passport or limited validity passport

- Customers **can't** use an emergency passport or limited validity passport to confirm their identity or citizenship. This is because the customer's identity is not always confirmed in situations where these documents are issued.
 - For example, where a customer loses their identity documents while travelling outside of Australia, or where they can't produce any identity documents because they're in a war zone or some other emergency situation.

- An exception may apply if the customer has previously:
 - held an full validity passport or
 - provided original evidence of their identity and this evidence is held in APO records.

Non-Australian citizens and travel-related documents

- There is currently no renewal option for these customers. They must present original evidence of their identity with each new application for a travel-related document.

Related content

s 47E(d) -Content-Begin

Policy

s 47E(d) – Eligible for streamlined renewal

Chapter 3.2.2 > ^{s 47E(d)} > Not eligible for streamlined renewal

- A customer will not be eligible for streamlined {{Renewal^{s 47E(d)} }} if **any of the following** apply:
 - their previous Australian passport was issued before 1 January 2006.
 - their previous passport was issued with less than two years validity (for example, a {{Limited Validity Passport^{s 47E(d)} }} or {{Emergency Passport^{s 47E(d)} }})
 - their previous passport was issued to them when they were 15 years old or younger
 - the customer cannot present the previous passport, or it was reported {{Lost or Stolen^{s 47E(d)} }} and {{Voided^{s 47E(d)} }}, or it is so seriously damaged it can no longer be used to identify the holder
 - the customer wishes to update any of their personal details (apart from the name or spelling of their {{Place of Birth^{s 47E(d)} }} due to a recognised geographical renaming).
- Customers that previously held a child passport with 5 years validity are also ineligible for streamlined renewal due to the inability to generate a PC7 form as the previous passport had less than 10 years validity
- In all of the cases listed above, the customer must present some or all identity documents again to confirm they are the holder of their (previously established) identity.
- If the previous passport was issued on or after 20 August 1986 with at least two years validity, the customer may be able to use it as evidence of their Australian citizenship.
- Streamlined {{Renewal^{s 47E(d)} }} is also not available:
 - for customers applying via hardcopy PC form
 - for children (given streamlined {{Renewal^{s 47E(d)} }} is based on {{Facial Recognition^{s 47E(d)} }}, as well as the additional documentation required to meet consent requirements).
 - where there is an alert recorded against the customer's {{APO record^{s 47E(d)} }} (for PC7 forms only, as a PC7 cannot be generated from a record with an alert)
 - to {{Travel-related document^{s 47E(d)} }} holders.

Name change

- If the customer has changed their name (or any other personal details) since their most recent passport was issued, they must present acceptable name change documents (or other documents as applicable). The documents must link their current and previous details.

Lost, stolen or damaged

- If the customer cannot present their previous passport because it was lost, stolen or damaged in the last 5 years, they must also provide documents to explain the loss, theft or damage, if they have not done so previously.

s 22(1)(a)(ii)

Related content

s 47E(d) -Content-Begin

Policy

Citizenship (Chapter 12)

Names (Chapter 7)

Damaged Australian Travel Documents (Chapter 18)

Lost and Stolen Australian Travel Document (Chapter 17)

Alerts (Chapter 30)

s 47E(d) -Content-End

Chapter 5.2.1.1 > [s 47E\(d\)](#) > Australian birth certificate

A birth certificate is an official document issued to record a person's birth and to identify them by name, place, date of birth and parentage.

- A customer applying for an Australian travel document (ATD) must present their original full Australian birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM).
 - Lodgement officers must sight and copy the original birth certificate and certify the copy to be attached to the customer's record. Digital birth certificates are not currently acceptable.
 - The certificate will be verified during processing.
- Aboriginal and/or Torres Strait Islander customers born in the Northern Territory may present an Aboriginal Population Record (APR) document. This can be accepted as the equivalent of a full Australian birth certificate. APRs can be verified through the Digital Verification Service (DVS).

Copies, extracts, decorative or commemorative Australian birth certificates **cannot** be validated and are not acceptable documents to evidence a person's identity.

- All certificates issued by RBDMs in Australian states and territories have had standard security features since the early 2000s.
- In the past, Australian RBDMs have issued birth certificates in different formats that appear different to the standard full certificate. See: Variations - Australian birth certificate [s 47E\(d\)](#).

Related content

[s 47E\(d\)](#) **-Content-Begin**

Policy

Standard features - Australian birth certificate [s 47E\(d\)](#) (Chapter 5.5)

Variations - Australian birth certificate [s 47E\(d\)](#) (Chapter 5.2)

Verification of documents and data (Chapter 6.6)

Commemorative Australian birth certificate [s 47E\(d\)](#) (Chapter 5.2)

Australian External Territories - birth certificates [s 47E\(d\)](#) (Chapter 5.2)

[s 47E\(d\)](#) **-Content-End**

Chapter 5.2.1.4 > [s 47E\(d\)](#) > No Australian birth certificate

All customers born in Australia should get or try to get a birth certificate from a Registry of Births, Deaths and Marriages (RBDM), unless an exception applies. Sometimes the RBDM can't find enough customer details in its verification system to issue a birth certificate. It will issue a no record result instead.

- If a customer can't present their original full Australian birth certificate, they must apply to the relevant RBDM for a new one.
- In rare cases usually involving older customers, a birth in Australia may not have been registered. It's normally possible to register a birth late. See birth in Australia not registered.

If the customer identifies as Aboriginal or Torres Strait Islander, the Australian Passport Office may accept other documents. See Aboriginal or Torres Strait Islander.

Related content

[s 47E\(d\)](#) **Content-Begin**

Policy

Birth in Australia not registered [s 47E\(d\)](#) (Chapter 5.2)

Aboriginal or Torres Strait Islander [s 47E\(d\)](#) (Chapter 5.2)

[s 47E\(d\)](#) **-Content-End**

Chapter 7.2.1 > ^{s 47E(d)} > Name as per previous passport

- A customer may use the name on their most recent passport if both of the following apply ({{subsection 25(3)^{s 47E(d)} }} of the {{Australian Passports Determination 2015^{s 47E(d)} }}):
 - the passport was issued on or after 20 August 1986 with at least two years validity
 - the name is their most recent name (the customer has not subsequently registered a name change with an Australian {{Registry of Births, Deaths and Marriages^{s 47E(d)} }} {{RBDM^{s 47E(d)} }} or the Department of {{Home Affairs^{s 47E(d)} }}).
- The name must be used exactly as it appears in the previous passport, in exactly the same order and with exactly the same spelling.
- The name may either:
 - appear in the new passport or
 - be used as the customer's base name before updating the customer's {{Surname^{s 47E(d)} }} due to marriage or divorce (no other variation is permitted).

Examples: Name as per previous passport

^{s 47E(d)} -Content-Begin

Example 1

The name on the customer's birth certificate is William Brown. The customer's previous passports have all been issued in the name Bill Brown (in the past, name changes by reputation were accepted). Provided the customer has not subsequently registered a new name with an Australian {{RBDM^{s 47E(d)} }} or {{Home Affairs^{s 47E(d)} }}, the customer may continue to use the name Bill Brown.

Example 2

The name on the customer's birth certificate is Elizabeth Brown. The customer's most recent passport (issued after 20 August 1986 with at least two years validity) was issued in the name Beth Brown. The customer also presents an official {{RBDM^{s 47E(d)} }} {{marriage certificate^{s 47E(d)} }} of her marriage to Bill Jones (showing her name as either Elizabeth Brown or Beth Brown).

The customer may use the base name Beth Brown from her previous passport and update her name to Beth Jones. She may also use her birth certificate name Elizabeth Brown and update her name to Elizabeth Jones (after which Beth would no longer be an option without a name change certificate).

^{s 47E(d)} -Content-End

Related content

s 47E(d)

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Policy

Base name - name on Australian Passport (Chapter 7.3)

Marriage or registered relationship - change of Surname s 47E(d) (Chapter 7.4)

Divorce or end of registered relationship - change of Surname s 47E(d) (Chapter 7.4)

s 47E(d)

-Content-End

Chapter 9.2.1 > ^{s 47E(d)} > Same as previous Australian travel document - place of birth

Exception: Australia does not recognise a State of Palestine. It cannot appear on an Australian travel document (ATD).

Previous Full Validity Passport, Convention Travel Document or Certificate of Identity

- A customer may use the same {{Place of Birth^{s 47E(d)} }} (POB) as appeared on their previous {{Australian Travel Document^{s 47E(d)} }} (ATD) if all of the following are satisfied:
 - the ATD is their most recently issued {{Full Validity Passport^{s 47E(d)} }} (FVP), {{Convention Travel Document^{s 47E(d)} }} (CTD) or {{Certificate of identity^{s 47E(d)} }} (COI) (it can be current, expired, lost, stolen or damaged)
 - where relying on the most recently issued FVP, it was issued on or after 20 August 1986 with at least two years validity
 - the {{POB^{s 47E(d)} }} was printed correctly on the ATD (including in accordance with a previous policy or an exceptional circumstances decision)
 - the customer has not formally changed their POB with the Department of {{Home Affairs^{s 47E(d)} }} or a {{Registry of Births, Deaths and Marriages^{s 47E(d)} }} (RBDM) since the ATD was issued.
- For CTD and COI holders, the country of birth (COB) must be the same as recorded for the customer by Home Affairs.
- If the customer cannot present their previous ATD (due to the ATD being expired, lost, stolen or damaged), as an alternative they may present one of the following:
 - a subsequently issued {{Emergency Passport^{s 47E(d)} }} (EY) or {{Limited Validity Passport^{s 47E(d)} }} (LVP) that shows the same POB as their FVP
 - their original evidence of POB again
 - a {{Form B-11^{s 47E(d)} }} to request the POB as it appears in their {{PICS^{s 47E(d)} }} record.
- At assessment, if the POB requested in the application matches the POB in the customer's ^{s 47E(d)} record, no further information is required.

Customer has only ever been issued an Emergency Passport or Limited Validity Passport

- Customers must present full documentation to apply for a Full Validity Passport (FVP), including original evidence to confirm their {{POB^{s 47E(d)} }}
- In certain circumstances, where the customer presented acceptable original evidence of their POB with their Emergency Passport (EY) or Limited Validity Passport (LVP) application and a copy is in {{APO records^{s 47E(d)} }}, they may request that the APO use that evidence again.

- s 22(1)(a)(ii) — At assessment, the {{Passport Case Officer^{s 47E(d)}}} (PCO) will consider the customer's circumstances and request further evidence if required.

Related content

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Policy

Using Australian Passport Office records (Chapter 5.4)

Palestine - not recognised by Australia^{s 47E(d)} (Chapter 4.8)

s 47E(d) -Content-End

Chapter 10.2.1 > ^{s 47E(d)} > Same as previous Australian travel document - sex (gender)

- A customer may use the same {{Gender^{s 47E(d)} }} as appeared on their previous {{Australian Travel Document^{s 47E(d)} }} {{ATD^{s 47E(d)} }} if all of the following are satisfied:
 - the {{ATD^{s 47E(d)} }} is their most recently issued {{Full Validity Passport^{s 47E(d)} }} {{FVP^{s 47E(d)} }}, {{Convention Travel Document^{s 47E(d)} }} {{CTD^{s 47E(d)} }} or {{Certificate of identity^{s 47E(d)} }} {{COI^{s 47E(d)} }} (it can be current, expired, lost, stolen or damaged)
 - where relying on the most recently issued {{FVP^{s 47E(d)} }}, it was issued on or after 20 August 1986 with at least two years validity
 - the {{Gender^{s 47E(d)} }} was printed correctly on the {{ATD^{s 47E(d)} }}.
- If the customer cannot present their previous {{ATD^{s 47E(d)} }} (due to the {{ATD^{s 47E(d)} }} being expired, lost, stolen or damaged), as an alternative they may present one of the following:
 - a subsequently issued {{Emergency Passport^{s 47E(d)} }} {{EY^{s 47E(d)} }} or {{Limited Validity Passport^{s 47E(d)} }} {{LVP^{s 47E(d)} }} that shows the same {{Gender^{s 47E(d)} }} as their {{FVP^{s 47E(d)} }}
 - their original evidence of {{Gender^{s 47E(d)} }} again
 - a {{Form B-11^{s 47E(d)} }} to request the {{Gender^{s 47E(d)} }} as it appears in their ^{s 47E(d)} record.
- At assessment, if the {{Gender^{s 47E(d)} }} requested in the application matches the {{Gender^{s 47E(d)} }} in the customer's {{PICS^{s 47E(d)} }} record, no further information is required.
- Sex and {{Gender^{s 47E(d)} }} Diverse {{SGD^{s 47E(d)} }} customers who have previously been issued with a passport in their preferred {{Gender^{s 47E(d)} }} do not need to provide a {{Form B-14^{s 47E(d)} }} (or letter from a {{Registered medical practitioner^{s 47E(d)} }} or psychologist) again.

^{s 22(1)(a)(ii)}

s 22(1)(a)(ii)

Related content

s 47E(d) **Content-Begin**

Process

Sex and Gender (SGD) SOP - adult s 47E(d)

Sex and Gender (SGD) SOP - child s 47E(d)

Resources

Form B-14 - Declaration: Gender change in travel document s 47E(d)

s 47E(d) **-Content-End**

Chapter 12.2.1 > ^{s 47E(d)} > Confirming citizenship - previous Australian passport

There are different evidence requirements for customers that aren't using the streamlined renewal process to confirm their Australian citizenship.

Born in Australia

- A customer born in Australia **before 20 August 1986** is only required to present their original full Australian birth certificate (which is also required for identity purposes) to confirm their Australian citizenship.
- A customer born in Australia **on or after 20 August 1986** must present their original Australian birth certificate plus additional documents to confirm their Australian citizenship. Refer to policy 'born on or after 20 August 1986 - citizenship'.
- These customers may use a previous Australian passport to confirm their Australian citizenship if the passport was issued on or after 1 January 2000 with at least two years validity.

Born overseas

- A customer born overseas, who is not applying via streamlined renewal, should present their Australian Citizenship certificate with their new application.
- These customers **can't** use a previous Australian passport to confirm their Australian citizenship.
- The **exception** to the above is in the following situations:
 - under a previous passport policy, the following customers weren't required to present an Australian citizenship certificate. Therefore, they can still use a previous passport issued on or after 20 August 1986 (with at least two years validity) or their APO record to confirm their Australian citizenship:
 - customers born in Papua New Guinea before 16 September 1975
 - customers born overseas and adopted.
- If a customer is unable to present their citizenship certificate, they should at least provide their surname, given names and DOB as printed on their citizenship certificate. A Passport case officer (PCO) will confirm their citizenship status at assessment, using APO records.

Using APO records/Letter from the APO Contact Centre

- Where a customer (either born in Australia or overseas) has held a previous Australian passport issued on or after 20 August 1986 with at least two years validity, but can't present any evidence of Australian citizenship, they may contact the Australian Passport Office or their nearest Overseas post to discuss their circumstances.

- For customers in Australia, our contact centre may confirm that the customer has held an eligible previous Australian passport. If required, they may provide Letter 51 to the customer to use instead of citizenship evidence so they can lodge an application at an Australia Post outlet. Australia Post lodgement officers don't have access to the customer's APO record.
- For customers outside Australia, a letter isn't required because lodgement officers at overseas posts have access to the customer's full APO record and can verify the required documentation prior to lodgement.
- By APO accepting the passport application doesn't guarantee that a passport will be issued. At assessment, the PCO will assess whether APO records can be used or request that further documentation is required.

Related content

s 47E(d) **-Content-Begin**

Policy

Streamlined Renewal of an Australian passport (Chapter 3.2)

Born in Australia (Chapter 12.3)

Born overseas (Chapter 12.4)

Born in Papua or New Guinea before 16 September 1975 - citizenship s 47E(d) (Chapter 12.3)

Born overseas and adopted - citizenship s 47E(d) (Chapter 12.4)

Doubts about citizenship - alerts (Chapter 30.4)

Using Australian Passport Office records (Chapter 5.4)

Resources

APOCC letter for applicants with a previous passport (non-Renewal) s 47E(d)

s 47E(d) **-Content-End**

Chapter 16.2.1.2 > s 47E(d) > Incomplete applications - identified at assessment

A lodgement officer should only accept an application and take payment of the fee when they are satisfied the application has been completed correctly and all required documents are provided.

- At the assess stage, the passport case officer (PCO) should check that all required documentation has been provided. If they identify missing documentation, they may be able to check the customer's APO record (previous applications) for the missing documentation.
 - if the document is already on the customer's APO record, the PCO **may** be able to process the application using this information.
- If there are no documents on the customer's record, or they're applying for the first time, the PCO must contact the customer and request the missing information or documentation.
 - This may include original or supporting documents, supplementary B forms, or new photos that meet the photo guidelines.
 - PCO's can contact customers by phone, followed up by an email or mail. PCO's must use approved templates in s 47E(d) when contacting a customer in writing.

A decision **cannot** be made if the application is incomplete.

- The customer will be given 28 calendar days to respond or longer if an extension is agreed between the customer and the PCO.
 - for requests by email, the 28 days starts from the date the email is sent.
 - for requests by mail, 7 days should be added for delivery.
- If the customer doesn't respond or resolve the outstanding requirements within the 28 days or agreed timeframe, the application may be deemed incomplete.
 - PCO's can withdraw the application from the system and submit a fee refund request. Fees that can be refunded include the:
 - application fee
 - Priority (2-day processing) fee (PPF) (if paid)
 - Fast Track (5-day processing) fee (FTF) (if paid)
 - overseas surcharge (if paid).
- An application may be deemed incomplete even where the delegate is satisfied of a customer's identity or citizenship. If the customer fails to provide the required information in the approved form as stated in sections 7(3)(a) and 9(3)(a) of the *Australian Passports Act 2005*, the APO can finalise the application as incomplete.
- An incomplete application isn't eligible for review as no decision has been made on the customer's application for a passport.
- Once withdrawn, should the customer still wish to be issued a travel document, they will need to submit a new application with all the required documentation and pay the appropriate

fee(s).

s 22(1)(a)(ii)

Related content

s 47E(d)

-Content-Begin

Policy

Application for Australian Passport (Chapter 3)

Using Australian Passport Office records (Chapter 5.4)

Refunds under the Public Governance, Performance and Accountability Act (Chapter 28.5)
Complex child applications - case management (Chapter 13.12)

Process

SCM general processing 010 - s 47E(d)

Child subject to welfare orders 001 - J cases - s 47E(d)

Hague Convention country court order 002 - s 47E(d)

Medically incapable of providing consent 003 - s 47E(d)

Non-consenting person missing or presumed dead 004 - s 47E(d)

Customer contact SOP - s 47E(d)

Withdrawing an application SOP – s 47E(d)

s 47E(d)

-Content-End

Chapter 12.3.3 > ^{s 47E(d)} citizenship

Born on or after 20 August 1986 -

A person born in Australia on or after 20 August 1986 is an Australian citizen by birth if at least one of their parents was an Australian citizen or permanent resident at the time of their birth. This includes people born on Norfolk Island, Cocos (Keeling) Islands and Christmas Island.

- In addition to their original full Australian birth certificate, a person born in Australia on or after 20 August 1986 must present **either**:
 - documents to confirm that at least one of their parents was an Australian citizen at the time of the customer's birth. If the parent was also born on or after 20 August 1986, a birth certificate of a grandparent is also required.
 - the customer's own original Australian citizenship certificate
 - the customer's own Australian passport issued on or after 1 January 2000 with at least two years validity.
- In some cases, customers may be unable to provide the additional documents needed to confirm their Australian citizenship. For example:
 - the customer's parents may be deceased
 - the customer may not be in contact with their parents
 - the parents may refuse to provide the original documentation.
- If the parent is in a different location, they can present the original document at an accredited Australian Post office or STO so the document can be certified, copied and attached to the customer's application.
- If the parent is a previous passport holder, refer to policy: Passport record of Australian citizen parent: citizenship
- A customer must apply to the Department of Home Affairs for their own evidence of Australian citizenship if **all the following criteria apply**:
 - born in Australia on or after 20 August 1986
 - can't provide evidence of at least one parent's Australian citizenship
 - they don't identify as Aboriginal or Torres Strait Islander.

Never refer a customer who identifies as Aboriginal or Torres Strait Islander to the Department of Home Affairs to obtain an Australian citizenship certificate. This isn't a requirement for these customers. See also: Aboriginal or Torres Strait Islander

- Where a customer requires their own evidence of Australian citizenship, they should be referred to the Department of Home Affairs website and the online application (previously Form 119).

Related content

s 47E(d) -Content-Begin

Policy

Australian citizen parent - citizenship s 47E(d)

Passport record of Australian citizen parent - citizenship s 47E(d)

Passport record of Australian citizen grandparent - citizenship s 47E(d)

Parent or grandparent's birth not registered s 47E(d)

Aboriginal or Torres Strait Islander s 47E(d)

Process

Born after 20 Aug 1986 check proof of citz s 47E(d)

Customer Contact SOP s 47E(d)

Customer Advice

<https://immi.homeaffairs.gov.au>

Resources

Request to customer to provide additional information s 47E(d)

s 47E(d) -Content-End

s 22(1)(a)(ii)

Chapter 5.4.2 > ^{s 47E(d)} > Criteria - using APO records

APO expects full documentation as a matter of course, however there will be cases where using APO records is the most common sense approach and avoids inconvenience for both the customer and the APO.

- It is preferable that {{Lodgement officer^{s 47E(d)} }}s sight all {{Original document^{s 47E(d)} }}s required to complete an application.
- However {{APO record^{s 47E(d)} }}s may be used where a customer has held a previous passport but:
 - is not eligible for streamlined {{Renewal^{s 47E(d)} }} and
 - cannot present the original evidence required to establish their identity or citizenship (again).
- {{Lodgement officer^{s 47E(d)} }}s and {{PCOs^{s 47E(d)} }} should consider the reason that {{Original document^{s 47E(d)} }}ation cannot be presented and the customer's circumstances. In particular, it is important to ensure that the customer's identity has been established.

^{s 22(1)(a)(ii)}

- The application must meet all other usual requirements, including child consent provisions where relevant.

Related content

^{s 47E(d)} -Content-Begin

Policy

Australian Citizenship Certificate delays - Urgent Travel^{s 47E(d)} (Chapter 12.5)

No Australian Birth Certificate^{s 47E(d)} (Chapter 5.2)

No Foreign birth certificate or overseas equivalent - B-6^{s 47E(d)} (Chapter 13.6)

^{s 47E(d)} -Content-End

Chapter 5.4.2.1 > s 47E(d) > At lodgement (Passport Office and overseas posts) - using APO records

- An incomplete application may be accepted if the {{lodgement officer s 47E(d)}} can confirm that the missing documentation is available in {{APO records s 47E(d)}} (through Atlas or {{Image Web s 47E(d)}})
 - If a copy of the {{original document s 47E(d)}} is not found in APO records, the customer must present the original document.
- Lodgement officers may use their discretion when determining whether to search APO records for a missing document, but this option should always be explored where a {{previous passport holder s 47E(d)}} has:
 - an urgent need to travel or
 - travelled to attend the lodgement appointment and it would be difficult for them to return to present the missing document.

s 47E(d)

- If the missing document is an Australian birth or citizenship certificate, the customer/parent must also write details of the document into the appropriate fields of the application form.

s 22(1)(a)(ii)

Chapter 3.4.1 > ^{s 47E(d)} > Adults and children applying by paper form (including Paper Forms Online)

- In Australia, blank hardcopy application forms for an Australian passport are available on request only from Australia Post outlets accredited to offer passport services.
- The form types available are a PC1 (adult application) or {{PC4^{s 47E(d)} }} (child application)
- Overseas, hardcopy application forms are available on request only from an Australian diplomatic mission or consulate ({{Overseas pos^{s 47E(d)} }}).
 - The form type is a {{PC8^{s 47E(d)} }} (overseas application for an adult or child)
- Regardless of whether the customer has held a previous Australian passport, the PC1, {{PC4^{s 47E(d)} }} and {{PC8^{s 47E(d)} }} forms will ask the customer to present {{Original document^{s 47E(d)} }}s to confirm their identity and citizenship, as well as {{PIDs^{s 47E(d)} }} and a declaration signed by a {{Guarantor^{s 47E(d)} }}
 - In certain circumstances, a previous passport may still be used to confirm citizenship, but not identity if the customer is applying via a PC form
- Whether generated online or filled out in hardcopy, the PC forms are standard forms. They are not tailored to individual circumstances.
- Blank hardcopy application forms for non-Australian citizens applying for a {{Convention Travel Document^{s 47E(d)} }} or {{Certificate of identity^{s 47E(d)} }} ({{PC5^{s 47E(d)} }} forms) are only available by calling {{APOCC^{s 47E(d)} }}.

Related content

^{s 47E(d)} -Content-Begin

Policy

Application for Australian Passport (Chapter 3)

^{s 47E(d)} -Content-End

Chapter 3.4.2 > ^{s 47E(d)} > Paper form types - Australian passport

- The PC form types for an Australian passport are as follows:
 - PC1 Application for an Australian Passport – Adult
 - {{PC4^{s 47E(d)} }} Application for an Australian Passport – Child
 - {{PC8^{s 47E(d)} }} Application for an Australian Passport – Overseas
- These forms can be used by first-time applicants and {{previous passport holders^{s 47E(d)} }}, but not for streamlined {{renewal^{s 47E(d)} }}.
- The form type for streamlined renewal is:
 - PC7 Australian Passport renewal Application (available online only)

Related content

^{s 47E(d)} -Content-Begin

Resources

PC1 Application for an Australian Passport – Adult (Sample only)

PC4 Application for an Australian Passport – Child (Sample only)

PC8 Application for an Australian Passport – Overseas (Sample only)

^{s 47E(d)} -Content-End

Chapter 3.7.1 > ^{s 47E(d)} > Lodgement officers

- {{Lodgement officers^{s 47E(d)} }} must be officers (or {{Authorised Officers^{s 47E(d)} }}) under {{the Passports Act^{s 47E(d)} }} who are appropriately trained and accredited to perform this work.
 - Lodgement officers at Australia Post must hold current passport accreditation and be authorised by the APO to conduct passport {{lodgement appointments^{s 47E(d)} }} on behalf of {{DFAT^{s 47E(d)} }}.
 - DFAT employees at Passport Offices or {{overseas posts^{s 47E(d)} }} (including LES and A based staff) must have met the APO's training and accreditation framework.
 - Staff at Australian {{Honorary Consulates^{s 47E(d)} }} and {{Canadian Missions^{s 47E(d)} }} must be approved by the Assistant Secretary, Passport Customer Services Branch, APO.
- Only lodgement officers who hold current passport accreditation can accept passport applications and certify {{original documents^{s 47E(d)} }} for passport purposes.

Chapter 3.7.2 > ^{s 47E(d)} > Role of lodgement officers

- At the lodgement appointment, the lodgement officer must ensure:
 - the application has been completed correctly
 - all required documents have been presented (confirmation of this will occur this during processing)
 - any original documents are copied, certified and returned
 - the photo meets the requirements and, for applicants aged 16 and over, **is a true photo of the applicant**
 - the customer's current personal details are confirmed
 - the identity of the person applying or person lodging a child application is confirmed (previous passport or acceptable personal identity documents (PID), as applicable)
 - the customer's or lodging person's PIDs are copied
 - the guarantor has completed the declaration
 - the consent page has been completed correctly by persons with parental responsibility (where applicable)
 - the applicant has signed the application declaration correctly for adult applications or a person with parental responsibility for a child
 - the signature matches the customer's or lodging person's PIDs
 - any necessary B forms are provided
 - the customer's address details and arrangements for delivery or collection of the issued passport are confirmed and copied where applicable
 - the previous passport is sighted, where applicable
 - the application fee(s) are paid at lodgement

The lodgement officer should only sight bank and credit cards. For bank, credit card and utilities statements, lodgement officers must **black out** account numbers and balances on the copy.

^{s 22(1)(a)(ii)}

Related content

s 47E(d) -Content-Begin

Policy

- Cardinal and supporting documents (Chapter 5)
- Establishing identity (Chapter 6)
- Fees, waivers and refunds (Chapter 28)
- Application form - acceptable alterations s 47E(d)

Process

- Lodge application checklist at STO SOP s 47E(d)

Customer Advice

Passport fees

s 47E(d) -Content-End

Chapter 3.7.3 > ^{s 47E(d)} > Powers of lodgement officers

- {{Lodgement officer^{s 47E(d)} }}s are delegated under the Passport Act to:
 - request and disclose personal information required for the purposes of establishing the identity, citizenship and entitlement of a person who has applied for a passport
 - determine that an Australian passport is too damaged to be used as evidence of identity and citizenship
 - cancel the customer's current passport on application for a new one.
- As an officer (or {{Authorised Officer^{s 47E(d)} }}) under {{the Passports Act^{s 47E(d)} }}, they may also demand the surrender of a suspicious {{Australian Travel Document^{s 47E(d)} }}.

Related content

^{s 47E(d)} -Content-Begin

Policy

Delegations and Authorisations (Chapter 26)

^{s 47E(d)} -Content-End

Chapter 3.7.4 > ^{s 47E(d)} > Responsibilities of lodgement officers

- {{Lodgement officers^{s 47E(d)} }} must:
 - act with integrity, treat customers with courtesy and respect, and offer them a high standard of service in accordance with the Client Service Charter
 - carry out their work with all due care and diligence and in compliance with {{the Passports Act^{s 47E(d)} }} and the Privacy Act
 - observe strict confidentiality in handling customers' personal data and ensure that important personal documents are handled with due care and security.
- Lodgement officers must not accept a passport application from any person associated with them, including family, relatives or friends.
- A lodgement officer who fails to adhere to these rules will be de-accredited.
- Potential breaches of the Passports Act and/or the Privacy Act are also referred to {{^{s 47E(d)} }} for investigation and possible criminal prosecution.

Related content

^{s 47E(d)} -Content-Begin

Policy

Delegations and Authorisations (Chapter 26)

Privacy and Disclosures (Chapter 24)

Offences (Chapter 23)

Customer Advice

Client Service Charter

^{s 47E(d)} -Content-End

Chapter 3.7.5 > ^{s 47E(d)} > Certifying original documents at lodgement

- Original cardinal and {{supporting documents^{s 47E(d)} }} must be presented, copied and certified by the {{lodgement officer^{s 47E(d)} }}.
 - {{Original documents^{s 47E(d)} }} are returned to the customer on the spot.
 - Copies certified by the lodgement officer are attached to the application and are not to be given back to the customer.
 - If the original documents are accompanied by an English translation, the translation must also be copied, certified and attached to the application.
- Before certifying the copy, lodgement officers must carefully inspect the original document presented and ensure it is genuine and there has been no attempt to fraudulently alter it, as alterations may not be evident on the copy.
- Lodgement officers can certify documents at the time a passport application is lodged or, if further supporting documentation is requested by the APO, when the customer presents the additional supporting documentation.
- Where a customer presents additional supporting documentation after lodgement, Australia Post outlets can copy and certify the additional documents and fax the {{certified copy^{s 47E(d)} }} directly to the passport office, to be attached to the original application.

^{s 22(1)(a)(ii)}

Related content

^{s 47E(d)}

-Content-Begin

Policy

Cardinal and Supporting documents (Chapter 5)

s 47E(d)

-Content-End

Chapter 3.7.7 > ^{s 47E(d)} > Applications without supporting documents - at lodgement

Under section 7(3) and section 9(3) of the Australian Passports Act 2005, an application for an Australian passport or travel-related document must be made in the form approved by the Minister and accompanied by the applicable fee (if any).

Accepting applications

- Lodgement officers must accept an application and take payment when the customer presents a substantially complete application in the approved form and is ready to pay the applicable fee (unless the fee has been waived).

Supporting documents

- It's preferable for a customer to lodge an application accompanied by all supporting documentation. Legally, however, they can provide further documentation during processing, which is why an application may be accepted for processing without all the documents the Australian Passport Office (APO) typically requires to issue an Australian travel document (ATD).
 - Lodgement officers **must not** make an assessment of the customer's entitlement to an ATD – the application must be accepted and a decision on entitlement made by the appropriate delegate.

When further supporting documents are needed

- If further supporting documents are needed to confirm identity, citizenship and entitlement or other requirements, the lodgement officer must advise the customer of the following:
 - It's recommended they present all documents to support their application at the time of lodgement
 - If they are unable to provide the information needed to assess the application, the APO may refuse to issue an ATD and any applicable fee paid may not be refunded.
- If the customer still insists on lodging their application, the lodgement officer must advise the APO will contact them to provide further information and it's important they provide it within the requested timeframe.
- There may be scenarios when a customer cannot provide the supporting documents at lodgement, for example:
 - They don't physically have possession of an original document (for example, an original birth certificate or citizenship certificate of their parent). These documents may be lodged by another person at a participating Australian Post outlet, state or territory office (STO) or overseas post.

- A person with parental responsibility may lodge their consent separately to the application.
- If supporting documents are going to be lodged at another location, the lodgement officer should make a comment in the 'officer use only' section of the application form.

Lodging at a STO or overseas post

- If the customer's documentation has been presented with a previous application, the lodgement officer may be able to check the customer's APO record. Refer to policy 'Using Australian Passport Office records'
 - Cardinal documents provided in previous applications must be validated again. Personal identity documents can't be reused for a new application as they are point in time evidence only.
 - If any required documents are found on the customer's APO record, the lodgement officer should make a comment in the 'officer use only section' detailing which document was viewed together with the application form number.
 - **Note:** this option is not available at Australia Post outlets as they do not have access to APO records.

Overseas only

- Where a customer has travelled some distance to attend the lodgement appointment and doesn't have the required supporting documentation (and it isn't in APO records), the application and application fee may still be accepted and the customer may provide the missing documentation by mail or email within a reasonable period.
 - **Note:** cardinal documents must be presented in person and certified by the lodgement officer.
- Where a customer has travelled to attend the lodgement appointment and needs to provide new photos that meet the photo guidelines, see 'Non-compliant photo: customer has travelled to lodge their application (overseas only)'.

Mailed in applications (overseas only)

- If applications received by mail include a completed application form and a method of payment, the payment should be processed and the application scanned into ^{s 47E(d)}. If any further supporting documentation or new photos are needed, they will be requested during processing of the application.

Related content

^{s 47E(d)}

-Content-Begin

Policy

Using Australian Passport Office records ^{s 47E(d)} (Chapter 5.4)

Non-compliant photo - customer has travelled to lodge their application (overseas only) ^{s 47E(d)}
(Chapter 11.2)

^{s 47E(d)}

-Content-End

Chapter 1.8.9 > ^{s 47E(d)} > Replacement with a Full Validity Passport - Emergency Passports

- A full application is required to replace an {{Emergency Passport^{s 47E(d)} }} ({{EY^{s 47E(d)} }}) with a {{Full Validity Passport^{s 47E(d)} }} ({{FVP^{s 47E(d)} }}) after issue.
- When applying for a new passport after being issued an {{EY^{s 47E(d)} }}, the customer must:
 - present the {{EY^{s 47E(d)} }} for cancellation (otherwise, it may be recorded as {{Lost or Stolen^{s 47E(d)} }}, even if it has expired)
 - complete a new application and meet all documentary requirements (not just any outstanding ones)
 - present {{Original document^{s 47E(d)} }}s to confirm their identity and citizenship, even if they presented these when applying for the {{EY^{s 47E(d)} }}
 - pay the {{Ordinary passport^{s 47E(d)} }} Application Fee.
- The customer may request the return of the {{EY^{s 47E(d)} }} after cancellation. Otherwise, it will be securely destroyed by the Passport Office.

^{s 22(1)(a)(ii)}

Related content

^{s 47E(d)} -Content-Begin

Policy

Application for Australian passport (Chapter 3)

Cancelled Australian Travel Documents (Chapter 20)

^{s 47E(d)} -Content-End



Passport Application Lodgement Procedure (PALP)

Policy and Lodgement Information

Version.5.1

Effective 1 July 2024





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Proving Place of Birth / Gender

1. Australian travel documents must record place of birth and gender, these fields cannot be left blank.
2. APO policy on place of birth reflects Australian passports legislation, the recommendations of International Civil Aviation Organisation (ICAO) Document 9303 Section 3.7 'Representation of Place of Birth' and broader APO identity policy.
3. Consistent with the Australian Passports Determination 2015, Section 21 it is preferable that the place of birth and gender in an Australian travel document be the same as recorded on the person's cardinal document i.e. Australian birth or citizenship certificate.
4. However, various documents may be presented as evidence of place of birth. Evidence of place of birth and/or gender should be accepted according to the hierarchy outlined below:

Previous Australian Passport

If an applicant (born in Australian or overseas) presents a previous Australian passport (current or expired) that was issued with more than two years validity, the place of birth in that passport may appear in the applicant's new passport, if that place is requested by the applicant on the application form.



Born in Australia

Australian birth certificate

Where an applicant is using their Australian birth certificate as evidence of place of birth and that certificate shows a single place of birth, the place shown on the certificate, regardless of whether it is a city, town or suburb, must be recorded on the application and in the passport.

Where an Australian birth certificate shows multiple options (most commonly a city and a suburb), the place identified by the applicant on the application form should be used, as long as it is one of the options shown on the certificate.

s 22(1)(a)(ii)





Australian birth certificate

1. Refer to the relevant passport application form PC1, PC4 and lodgement checklist, see Passport lodgement checklists.
2. The passport lodgement officer must check that the birth certificate details recorded in section 3 are exactly the same as the details on the full original Australian birth certificate, see Sample of a full Australian birth certificate.

s 22(1)(a)(ii)





Born in Australia before 20 August 1986

1. Applicants born in Australia before 20 August 1986 will be required to present their Australian birth certificate.

Born on or after 20 August 1986

1. Care needs to be taken to ensure that evidence is sighted (and certified copies attached to the application form) to confirm the citizenship of all persons born in Australia on or after 20 August 1986.
2. If the applicant was born in Australia on or after 20 August 1986, they will also need to provide (in addition to an Australian birth certificate) proof that at least one parent was an Australian citizen at the time of their birth.
3. This proof may include:
 - documents to confirm that at least one of their parents was an Australian citizen at the time of the customer's birth (if the parent was also born on or after 20 August 1986, their parent's documentation may also be required)
 - the customer's own original Australian Citizenship Certificate
 - the customer's own Australian passport issued on or after 1 January 2000 with at least two years validity.
4. If the applicant is unable to provide evidence of one parent's Australian citizenship at the time of their birth, they must be referred to DoHA to apply for their own evidence of Australian citizenship by submitting DoHA Form 119 - Application for evidence of Australian citizenship.

Note: Aboriginal and Torres Strait Islander applicants should not be referred to DoHA (See Aboriginal and Torres Strait Islander Clients).

Commemorative birth certificate

1. Commemorative Australian birth certificates are certificates with a theme or fancy graphic design. They cannot be accepted as they do not establish a person's name at birth, particularly where the person has had a change of name between the time of birth and the time of issue of the commemorative birth certificate. In some cases, the commemorative birth certificate does not show the parents' occupation at the time of the applicant's birth.
2. In all cases, where a commemorative birth certificate is issued, applicants are also issued standard format birth certificates with advice that commemorative certificates cannot be used for official purposes.
3. Decorative foreign birth certificates are acceptable if they show the applicant's place and date of birth, gender at birth and, if presented to support a child's passport application, details of the child's parents. Where



applicable, the document must also meet the requirements for Translations of foreign language documents – lodgement.

Birth card and Extract of birth

1. Birth cards or birth extracts cannot be accepted for the purposes of confirming Australian citizenship for the same reasons that extracts of birth certificates cannot be accepted (i.e. due to limited information on such documents).



Figure: Sample of NSW Birth Certificate, Commemorative Certificate and Extract Certificate (in order left to right)

Variations of Australian birth certificates

State	Name	Acceptable	Comments/Further information
Northern Territory	Standard full birth certificate	Yes	Northern Territory full birth certificates show only name, date and place of birth of holder, mother's name (maiden name not always shown) and father's name. Extracts are issued in the current name, not the name at birth.
NSW	Standard full birth certificate	Yes	A 'C' appearing on a New South Wales birth certificate indicates a customer error that has been corrected. A 'N' indicates a change of name and an 'R' indicates a registry error that has been corrected. The NSW RBDM no longer issues certificates with these letters added to them. Some certificates may show the following terms: 1. 'Previously recorded as' which is the former officially registered name; or 2. 'formerly known as' which means



			a name that the person has used before but was not necessarily registered with the RBDM.
South Australia	Standard full birth certificate	Yes	All birth certificates issued by the South Australian RBDM show the person's name in uppercase letters and will always put a space between the prefix and the family name e.g. MC DONALD. The MAC MC will be the same as the current name document but the customer can choose to have or not to have the space.
	Full birth certificate – change of name	Yes	Customers with a change of name can choose to have either a name change certificate issued to reflect all name changes or a birth certificate issued in the new name. Where customers have the birth certificate issued in their new name, they can have it issued in two different formats. One will have the new name reflected with an annotation listing the birth name. The other option is to have three asterisks (***) indicating a previous record for name at birth. As these certificates can include and indicate a name at birth, they are acceptable birth certificates.
	Full birth certificate – serial number 975480928 or similar.	Yes	Following the detection of forged South Australian birth certificates in October 1999, Passport Offices are asked to carefully examine all South Australian birth certificates submitted with passport applications if they detect a certificate with the number 975480928 or a similar number. However, applications should not be refused at the interview and submission stage.
Victoria	Standard full birth certificate	Yes	
	Standard full birth certificate – change of name	Yes	Birth certificates issued after 26 June 2000 will have all information regarding change of name on the back of the document. Interviewers should make certified copies of both the front and back of the certificate.
	Standard full birth certificate – change of record of sex	Yes	On the front of the certificate, the letter 'C' will appear next to the registration number on the top right. The history section on the back of the certificate will not contain details of the change of record of sex. SGD applicant – do not ask applicant for further details.
	Standard full birth certificate – change of name, followed by change of record of sex	Yes	On the front of the certificate, the letters 'N' and 'C' will appear next to the registration number on the top right. The history section on the back of the certificate will not contain details of the change of record of sex nor provide a history of name changes. The back of the certificate will state: 'Previously registered in another name.'



		SGD applicant – do not ask applicant for further details.
Standard full birth certificate – change of record of sex, followed by change of name	Yes	On the front of the certificate, the letters 'C' and 'N' will appear next to the registration number on the top right. The history section on the back of the certificate will not contain details of the change of record of sex nor provide a history of name changes. The back of the certificate will state: 'Previously registered in another name'. SGD applicant – do not ask applicant for further details.
70000/80000 series	Yes	70000- and 80000-series certificates were issued when evidence was produced that errors were made in the original certificate. 70000- and 80000-series certificates ceased to be issued on 26 June 2000. The letter 'C' after the certificate number indicates that a correction to the original birth certificate has been recorded. However, some corrected certificates were issued without the letter 'C'. Recently-issued certificates will provide the corrected details.
70000/80000 series – 'N' or 'NN' after certificate number.	Yes – if other documents have been presented showing required links. Including if presented with a previous application. No# – if no other documents showing required links presented, Request customer obtain new birth certificate.	The letter 'N' or 'NN' after the certificate number indicates that change of name has been recorded. Certificates with the 70000 or 80000 number series and showing an 'N' or 'NN' after the registration number issued prior to 26 June 2000 do not prove the customer's name at birth.
Sixth Schedule	No – Request customer obtain new birth certificate	Victoria once issued 'Sixth Schedule' birth certificates to those who were adopted. These certificates do not validate and do not constitute proof of a customer's name at birth. As applicants may not be aware that they were adopted, these applicants should be treated carefully.
Form 23 Birth Registration	No – request applicant obtain	Form 23 Birth Registration certificates are treated the same way as 'Sixth Schedule' certificates.



		a new birth certificate.	
	Extract	Yes	Until 1947, Victoria issued certificates headed 'Extract'. They were handwritten or typed and provided full details of parents. They are acceptable provided they are endorsed 'certified copy' and signed by the then Registrar.
	B-Series	Yes	B-series birth certificates are abridged certificates which have some of the parent's details omitted (occupation and marriage) but are still acceptable as evidence of citizenship and identity.
	Second schedule birth certificate.	Yes – provided it shows full details of the customer.	A 'Second Schedule' birth certificate is a standard birth certificate that was issued before 1996. Although it is not on special paper it is nevertheless legitimate. It can be accepted as evidence of Australian citizenship provided it shows full details.
Western Australia	Standard full birth certificate	Yes	New registrations of births are listed with a seven-digit number followed by the year. Registrations will display in a numerical series from 2000 1/ as the prefix to a registration number. Prior to 2000, registration numbers listed the district in which a customer was born alongside a registration number.
	Adoption birth certificates	Yes	Adoption birth certificate registration numbers are displayed in the following format: 99XXXXX/2014. They do not show the parents' occupations and may not validate automatically. These certificates are full birth certificates and should be accepted at interview. As customers may not be aware that they were adopted, these applicants should be treated carefully.

s 22(1)(a)(ii)





Dealing with difficult clients

Objectives

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By the end of this topic you should be able to use techniques to deal effectively with clients in difficult situations.



Introduction

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There are different aspects to every interview:

- Personality of the client
- Personality of the interviewer
- Circumstances of the application
- Cultural differences



Clients from different backgrounds

Be aware of differences such as:

- language
- culture
- non-verbal communication cues
- pre-conceptions and stereotypes
- high stress levels
- organisational constraints
- individual differences.



Overcoming Cultural Barriers

Simple language:

- Use everyday words
- Use simple sentences
- Give instructions in the sequence they occur
- Avoid negatives
- Use direct questions,
- Avoid colloquialisms and slang

Sensitive behaviour:

- Speak clearly and relatively slowly
- Listen carefully, use active listening techniques
- Pause between sentences to allow time for understanding
- Get feedback – ask for confirmation of understanding
- Use examples

Why Are Clients Difficult?

The client may be:

- confused, frustrated
- threatened
- overwhelmed
- feeling ignored
- under the influence of alcohol or drugs
- angry
- feeling pressured



Remain Focused on the End Goal

- Keep things in perspective
- Focus on the issue at hand
- Be respectful



Value the Client

- Always assume the client's concerns are legitimate
- Never underestimate the client
- Remember that there are no stupid questions
- Avoid using jargon

Active Listening

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- attentive body language
- following skills
- reflecting skills



Dealing with Hostile Clients

The first key strategy is to always treat the client with respect. That means:

- Remain calm
- Be polite
- Don't argue
- Ignore rudeness
- Focus on the issue
- Reduce hostility
- Build confidence



Asking Questions Effectively

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DO

Look at the person

Give full attention

Show you are listening

Ask questions to gather information

Put yourself in their shoes

Ask "What...?"
"How..."

Keep your voice calm & responsive

Give them time to explain/answer



DON'T

Look away

Do other things at the same time

Be inexpressive

Assume you know what they want or how they feel

Be judgemental or accusing

Ask "Why...?"

Sound impatient

Interrupt or finish for them

Types of Questions

- What seems to be the problem?
- Do you have a driver's licence?
- How would you like to receive your passport?
- When are you travelling?



Communicate Effectively

Never be patronising!

Be patient.

Avoid humour.



Summary of Interview Techniques

- Express respect and empathy
- Use active listening to understand
- Use Open, Closed and Directing questions to find out their needs and expectations
- Repeat the specifics
- Explain the situation and their alternatives
- Use the techniques for dealing with hostility and anger if necessary

After the incident

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- Keep documented evidence of the incident
- Inform and discuss with your supervisor



Responding to Grievances



Self care

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- Time out
- Breathing
- Reflection
- Debriefing



Results

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Customer service

Excellent ☒

Poor ☐



CLIENT SERVICE

Please rate your experience

☒ *Outstanding*

☐ Excellent

☐ Very good

☐ Good

☐ Average

☐ Poor



Good vs bad

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AUSTRALIAN
PASSPORT OFFICE

- The good?
- The bad?
- The importance?



Clients and their expectations

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AUSTRALIAN
PASSPORT OFFICE

- Who are our clients?
- What are their expectations?



Client service charter

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AUSTRALIAN
PASSPORT OFFICE

- Issue passport in three weeks or two business days if PPF paid
- Provide professional, prompt, polite, helpful, clear and accurate information
- Prompt advice if application is incomplete
- Written advice if document cannot be issued including the reason/s why
- Consistency in applying rules
- Protect information and observe Privacy Act



Australian Government
Department of Foreign Affairs and Trade

AUSTRALIAN
PASSPORT OFFICE

Client Service Charter

Key points

- Our Client Service Charter sets out the standard of service you can expect from us and our agents
- If you believe we are not meeting this standard please let us know
- We work hard to improve our service to you and we welcome your comments about how we can make it better

Providing a secure, efficient and responsive service

Our Client Service Charter sets out the standard of service you can expect from staff of the Australian Passport Office of the Department of Foreign Affairs and Trade (DFAT) and its agents, Australia Post and the Australian Passport Information Service (APIS).

The charter explains how and where you can get more information if you need it and what you can do if our service to you does not meet the standards outlined in this brochure. We regularly review the charter to ensure it remains focused on client needs.

We also regularly check and report on how well the Australian Passport Office and its agents are implementing the charter and we encourage continuing feedback from clients on the standard of our service.

Our aim

The Australian Passport Office and its agents are committed to providing a secure, efficient and responsive passport service for Australia.

Our role

The Australian Passport Office issues passports to Australian citizens in Australia and overseas under the *Australian Passports Act 2009* and related laws. In some cases we also issue other types of travel documents.

Our working arrangements

You can lodge passport applications at Australia Post outlets (see below). Additionally, the Australian Passport Office has offices in all Australian state and territory capitals and Newcastle where you may lodge applications if you need to travel urgently because of unforeseen, compassionate reasons or other exceptional circumstances, or if you require a travel document other than an Australian passport. You need to arrange an appointment by calling the Australian Passport Information Service (APIS) on **131 232**.

Online services are available from our website www.passports.gov.au. These services include accessing

passport application forms and tracking the progress of your application.

Overseas, Australian diplomatic missions and consulates provide passport services.

The role of Australia Post

Australia Post provides a high quality, nationwide passport service on behalf of the Department of Foreign Affairs and Trade. Its services include:

- distributing application forms for Australian passports
- receiving Australian passport applications
- receiving passport renewal applications
- interviewing applicants
- collecting passport fees
- delivering passport documents

Australia Post also accepts applications for Documents of Identity to travel to Norfolk Island.

At some Australia Post outlets you are required to make an appointment in advance for a passport interview. This will usually be arranged within three working days of your call. To find an Australia Post outlet near you that will accept a passport application, call Australia Post on **131 310** or visit www.auspost.com.au.

The role of the Australian Passport Information Service

The Australian Passport Information Service (APIS) provides a high quality telephone information service for Australian passport clients. The APIS standard of service includes access for the cost of a local call from anywhere in Australia; telephone calls are answered in a timely manner; and provision of clear and accurate information by trained and experienced staff, delivered politely and quickly.

In Australia, you can contact APIS seven days a week on **131 232**. Hours of operation are (AEST) 8am to 8pm weekdays and 8:30am to 5pm weekends. APIS is closed on New Year's Day, Australia Day, Easter Monday, Good Friday, Anzac Day, Christmas Day and Boxing Day.

APIS also provides interpreting services in several languages.

A secure, efficient and responsive passport service for Australia www.passports.gov.au

Cultural awareness and sensitivity

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Non-English speaking background

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- Volume does not encourage comprehension
- Consider pauses and longer response time
- Speak clearly
- Do not hide or cover your mouth
- Repeat yourself
- Filler words
- Be explicit
- Broken English / slang
- Eye contact and personal space



From a sensitivity perspective are there any key points to keep in mind when dealing with:

- Sex/gender diverse applicants?
- Applicants who may have been adopted?
- Child applications being referred to CCAT?

Communicate effectively

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AUSTRALIAN
PASSPORT OFFICE

DO

- Look at the person
- Give your full attention
- Use attentive body language
- Give them time to explain/answer
- Ask appropriate questions
- Seek permission to ask sensitive questions
- Express empathy and respect
- Confirm you and they have understood

DON'T

- Do other things at the same time
- Assume you know what they want or how they feel
- Be judgemental or accusing
- Sound impatient
- Be patronising
- Interrupt or finish for them
- Use acronyms or jargon without explaining meaning
- Raise your voice

Why are clients difficult?

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PASSPORT OFFICE

- Confused
- Frustrated
- Upset
- Angry
- Overwhelmed
- Feeling ignored
- Feeling pressured
- Personal crisis



Dealing with difficult clients

DEATH - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1082 - LEX 13859

AUSTRALIAN
PASSPORT OFFICE

- Keep things in perspective
- Focus on the issue at hand
- Be respectful and professional
- Listen to their concerns and assume they are legitimate
- Use straight forward language
- Lower your voice
- Use humour wisely
- Get support or use security measures if necessary



HEAT technique

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AUSTRALIAN
PASSPORT OFFICE

H Hear them out

E Empathise

A Ask questions

T Take action



After an incident

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AUSTRALIAN
PASSPORT OFFICE

- Keep documented evidence
- Reflect on your actions and the outcome
- Discuss with your manager
- Take time out



How would you deal with this difficult client?



Bring your own bouncer!

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AUSTRALIAN
PASSPORT OFFICE

Sally has come to the London office to apply for her first passport. She has been given a ticket to Paris for the weekend.

She has brought in full PIDS and a ceremonial birth certificate. The interviewing officer has told her she needs to bring in the original full birth certificate in order to lodge her application. Sally has gone away and has now returned with the ceremonial certificate and her rather large boyfriend, Bruce, who once worked as a security officer at the Australian High Commission.

Bruce is now at the counter with Sally demanding that she has all the documentation she needs and that we must accept the application and give Sally her passport. He is large, loud and very aggressive.



Please explain!

DRAFT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 - LEX 13859

AUSTRALIAN
PASSPORT OFFICE

Noelene is taking a break from her fish and chip business and wants to travel back to Australia. In section 10 of the application she indicates that she has lost two Australian passports within the last five years.

Noelene is shocked when she is advised by Luigi at the counter, that the validity of her next passport will be reduced to five years. She claims her last two passports were buried in the garden by her dog Rufus and it's not her fault she can't find them or present them. Noelene is very annoyed and does not think it is fair she has to pay £146 + £59 (overseas surcharge) for a passport that will only be valid for 5 years. Noelene refuses to listen to Luigi's explanation. She feels she is not being given her due respect and now wants to speak with an Australian.



Please explain!

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PASSPORT OFFICE

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CLIENT SERVICE

Module Outline

The Client Service presentation focuses on the importance of treating all clients fairly, professionally and with respect. This presentation discusses sex and gender diversity, adoption, cultural awareness and sensitivity and how to deal with difficult clients.

Outcomes:

- Understand the APO Client Service Charter;
- Understand the importance of treating all clients fairly, professionally and with respect;
- Define cultural awareness and cultural sensitivity;
- Learn techniques for dealing with difficult clients.

Discussions:

- What are examples of good and bad client service?
- Who are our clients and what are their expectations?

PowerPoint:

- Client Service s 22(1)(a)(ii)

Activity:

- Dealing with Difficult Clients Scenarios s 22(1)(a)(ii)
- Dealing with Difficult Clients Scenario Answers s 22(1)(a)(ii)

Questions:

- 1. What document sets out the standards on which our service is judged?**
 - The Client Service Charter.
- 2. What is cultural sensitivity?**
 - Knowing that cultural differences as well as similarities exist, without assigning values (i.e. better or worse, right or wrong) to those differences.
- 3. What is cultural knowledge?**
 - Familiarization with cultural characteristics, history, values, belief systems, and behaviours of another ethnic group.

4. What are some sensitivity skills you could use when dealing with clients?

- Be self-aware
- Confront any stereotypes you have learned
- Treat all clients with professional courtesy and respect, regardless of any personal views you may hold
- Adopt a non-judgemental attitude
- Have empathy for clients, where appropriate
- Put yourself in the client's shoes

5. If you discover that a client is adopted, should you discuss this with them?

- No

6. Why might a client be difficult during their passport interview?

- Confused
- Frustrated
- Overwhelmed
- Feeling ignored
- Angry
- Upset
- Being dishonest

7. What are some techniques for dealing with difficult clients?

- Keep things in perspective
- Be respectful and professional
- Listen to their concerns, assume they are legitimate
- Use straight forward language
- Lower your voice
- Avoid humour
- Remain calm
- Get support or use security measures
- Ensure accurate file notes are kept
- Discuss with manager if needed

Dealing with difficult clients

Activity: Dealing with difficult clients

Resources:

6 x Privacy case study cards

Instructions:

The Privacy case studies appear at the end of the PowerPoint presentation. Give each participant a card and have them read the story as each picture is presented in the PowerPoint. Split larger groups into pairs. Discuss the scenarios as a group and how each scenario should have been handled by the passport officer.

Use the following label for the activity envelope:



Scenario 1

BRING YOUR OWN BOUNCER

Sally has come to the counter to apply for her first passport. She has been given a ticket to NZ as an engagement present and needs to lodge a PPF application so that she can accompany her boyfriend on a rugby trip next week.

She has bought in full PIDS and a ceremonial birth certificate. The interviewing officer has told her she needs to bring in the original full birth certificate in order to lodge her application. Sally has gone away and has now returned with the ceremonial certificate and her rather large boyfriend, Bruce, who once worked in the local post office doing passport interviews.

Bruce is now at the counter with Sally demanding that she has all the documentation she needs and that we must accept the application and give Sally her passport. He is large, loud and very aggressive.

How would you deal with this client?

Scenario 2

PLEASE EXPLAIN!!!

Noelene is taking a break from her fish and chip business and wants to travel back to England to reacquaint herself with her roots. She has bought in her previous passport which she had misplaced a year ago but found when she was looking for her divorce papers.

Because she advised APIS at the time she lost her passport, she has been advised by Luigi at the counter that she will have to pay the lost and stolen fee. Noelene is very annoyed, she does not understand why she has to pay a lost and stolen fee for a passport she is now presenting and refuses to listen to Luigi's explanation. Noelene feels she is not being given her due respect and now wants to speak with an Australian.

How would you deal with this client?

Scenario 3

URGENT EXIT

A woman is at the counter. She is very agitated and speaking in a very low voice. She wants to know which airlines are giving away free tickets and says she needs a passport urgently. She is very dishevelled and has no documentation. You have explained that we don't have any information on free airline tickets but you can assist her with getting a passport. You ask when she is travelling and the woman tells you she needs to leave as quickly as possible because aliens have poisoned her toothpaste and they are trying to kill her. By way of proof she opens her mouth wide to display her rotting teeth.

How would you deal with this client?

Scenario 4

CULTURAL CLASH

Maurice has come to the counter to speak with the Minister for Foreign Affairs. He lodged a passport application for his son and someone has phoned his wife checking up on him. He is very angry and refuses to answer any questions from a woman.

How would you deal with this client?

Scenario 5

UNDER THE INFLUENCE

It is late afternoon and Roxanne has come to the office after polishing off several martinis over lunch with the girls to lodge her 17 year old daughter's passport application. The application has all the correct documentation; however there is no signature in the applicant's block. Steve is on the counter and has explained that her daughter's signature must appear in the passport.

Roxanne leaves the counter and returns two minutes later with a signed application. Steve asked Roxanne how she was able to get her daughter's signature so quickly and Roxanne has collapsed on the counter in a fit of giggles.

How would you deal with this client?

Scenario 6

LIVID LIZ

You are processing an application for Liz who has applied for a senior's passport. You notice that Liz is 72 years of age and not entitled to a senior's passport. After advising Liz of this, she becomes angry and agitated and states that she is the holder of a Senior's Card. She starts raising her voice and states that she has paid taxes all her life and cannot afford any more money as she is on the pension.

How would you deal with this client?

Scenario 7

MIND YOUR LANGUAGE

You are processing a child application for Rex. You have confirmed that the guarantor is related to Rex so you ring the father who lodged to advise that a new guarantor is required.

Upon hearing the news, the father becomes angry and starts swearing at you stating that Rex is due to travel to Disneyland in three days and that you are making things difficult for him. You explain to the father that the passport cannot be authorised until a new guarantor is provided. The father continues to swear at you and argues that the same guarantor was provided on Rex's previous passport.

How would you deal with this client?

Scenario 8

LIMITED ENGLISH

You are processing a PC5 application for Leon for a Convention Travel Document. Leon has recently arrived in Australia and speaks limited English. Leon has provided all the correct documentation except for evidence of place of birth.

You call Leon and you check his identity by asking his name, date of birth and address. Leon answers all the questions correctly. You then explain that evidence of place of birth is required for this application. There is silence on the other end of the line. You ask him if he has a foreign birth certificate or a foreign passport for evidence of place of birth and again there is silence on the line.

How would you deal with this client?

Scenario 9

PAST EXPERIENCES

You are processing an application for Wendy who has applied for a frequent traveller's passport. Wendy has provided all the correct documentation however has paid for an ordinary passport and is required to pay the additional amount.

Upon telephoning Wendy and before you deliver the news; she is already irate saying that she has had two negative experiences in the past when lodging passport applications. On her previous application Wendy had to wait four weeks for a new birth certificate before her passport was issued. On another occasion Wendy says that she had to resubmit new photos as the photo size was too small and this held up the application for 12 days.

Wendy feels she is not being given a 'fair go' and wants to speak with a supervisor even though you have not informed Wendy of the reason for the call.

How would you deal with this client?

Scenario 10

DISTRAUGHT DARLENE

You are on the telephone to an applicant regarding their passport application.

Darlene, your colleague who sits next to you is on the telephone talking to her ex-boyfriend about welfare payments. Darlene has become very irate and loud on the phone and you are finding it difficult to hear and concentrate on your call.

You place your caller on hold and you get Darlene's attention to tell her to quiet down. You then return to your call; however Darlene continues to speak loudly and appears very distressed.

How would you deal with your colleague?

Dealing with difficult clients

Activity: Dealing with difficult clients scenarios

Resources:

9 x dealing with difficult clients scenario cards

Instructions:

The dealing with difficult clients scenarios appear at the end of the Client Service PowerPoint presentation. Give each participant a card and have them read the story as each picture is presented in the PowerPoint. Split larger groups into pairs. Discuss the scenarios as a group and how each scenario should have been handled by the passport officer.

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Bruce is now at the counter with Sally demanding that she has all the documentation she needs and that we must accept the application and give Sally her passport. He is large, loud and very aggressive.

How would you deal with this client?

Scenario 2

PLEASE EXPLAIN!!!

Noelene is taking a break from her fish and chip business and wants to travel back to England to reacquaint herself with her roots. In section 10 of the application she indicates that she has lost 2 Australian passports within the last 5 years.

Noelene is shocked when she is advised by Luigi at the counter, that the validity of her next passport will be reduced to 5 years. She claims her last two passports were buried in the garden by her dog Rufus and it's not her fault she can't find them or present them. Noelene is very annoyed and does not think it is fair she has to pay \$282 for a passport that will only be valid for 5 years. Noelene refuses to listen to Luigi's explanation. She feels she is not being given her due respect and now wants to speak with an Australian.

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Maurice has come to the counter to speak with the Minister for Foreign Affairs. He lodged a passport application for his son and someone has phoned his wife checking up on him. He is very angry and refuses to answer any questions from a woman.

How would you deal with this client?

Scenario 5

UNDER THE INFLUENCE

It is late afternoon and Roxanne has come to the office after polishing off several martinis over lunch with the girls to lodge her 15 year old daughter's passport application. The application has all the correct documentation; however there is no signature in the applicant's block. Steve is on the counter and has explained that her daughter's signature must appear in the passport.

Roxanne leaves the counter and returns two minutes later with a signed application. Steve asked Roxanne how she was able to get her daughter's signature so quickly and Roxanne has collapsed on the counter in a fit of giggles.

How would you deal with this client?

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How would you deal with this client?

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Upon hearing the news, the father becomes angry and starts swearing at you stating that Rex is due to travel to Disneyland in three days and that you are making things difficult for him. You explain to the father that the passport cannot be authorised until a new guarantor is provided. The father continues to swear at you and argues that the same guarantor was provided on Rex's previous passport.

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You call Leon and you check his identity by asking his name, date of birth and address. Leon answers all the questions correctly. You then explain that evidence of place of birth is required for this application. There is silence on the other end of the line. You ask him if he has a foreign birth certificate or a foreign passport for evidence of place of birth and again there is silence on the line.

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You place your caller on hold and you get Darlene's attention to tell her to quiet down. You then return to your call; however Darlene continues to speak loudly and appears very distressed.

How would you deal with your colleague?

Difficult clients

Outcomes:

- Identify how clients react in difficult situations
- Understand how remaining calm is an aid to resolving difficult situations
- Establish rapport with clients by not using jargon or words they do not understand.

PET Module:

- PET44 – Difficult client service situations

Brochure:

- Hand out the brochure on *Client Service Charter* and have participants read it in their spare time.

Activity: "Dealing with difficult client scenarios"

Resources:

Dealing with Difficult Client's scenario sheets.

Instructions:

- ❖ There are 10 scenarios to choose from or you can use as many scenarios as you like.
- ❖ Split participants into two groups and hand to them a scenario each and butcher paper.
- ❖ Ask them to record their response on the butcher paper for discussions in the whole group.
- ❖ Once both groups are complete, have a spokesperson from each group display their response and discuss.



Questions:

1. What do you do if you have a difficult client?
 - ⊕ Remain calm
 - ⊕ Talk slowly and precisely
 - ⊕ Do not use jargon
 - ⊕ Be aware of cultural issues
 - ⊕ If there is a language barrier, there is an interpreter service you can use
 - ⊕ File note all details
 - ⊕ Discuss outcomes with team leader
 - ⊕ Write down the issues and repeat it back to the applicant
 - ⊕ Have a break
 - ⊕ Was there verbal abuse or bad language used? Discuss with team leader/manager.
2. How do you resolve the clients concerns?
 - ⊕ Check APO guidelines in OPI/Determination/Passport Act
 - ⊕ Discuss with team leaders/managers

Dealing With Difficult Customers

Name, welcome to Dealing With Difficult Customers.

Every now and then you will have a customer with a bee in their bonnet, and can have huge impact on your customer, the department and yourself. In Dea we focus on how to let a customer vent and how to refocus on the solution, p language and much more.

This module consists of 16 short video lessons and 2 quizzes.

The video lessons included are an off the shelf product for a corporate enviro messages that we can takeaway and apply to our role within the Department

Please ensure your device sound is on before selecting next to continue.

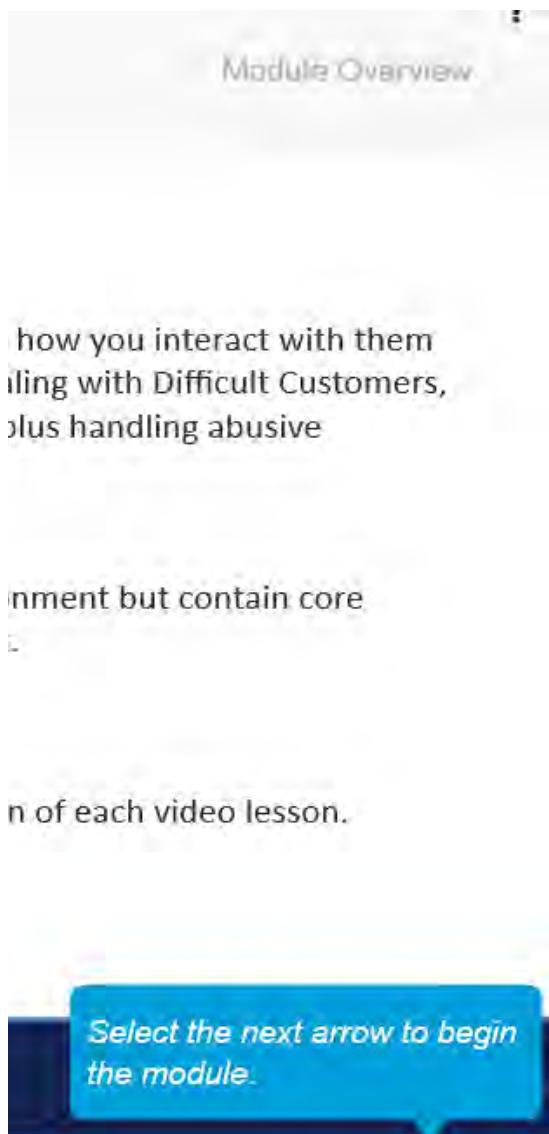
For best results you may wish to use headphones.

If you cannot use sound for this module, below is a downloadable PDF version

For instructions on using this module select the **?**



Please allow approximately 20 minutes to complete this module





1

00:02.870 --> 00:05.611

Dealing with a difficult
customer is one of the

2

00:05.611 --> 00:07.798

toughest challenges for frontline staff.

3

00:07.970 --> 00:10.952

Of course, no business is
immune to difficult customers

4

00:11.118 --> 00:13.760

so these strategies will
help you effectively mediate

5

00:13.940 --> 00:17.580

disputes and turn difficult
customers into devoted fans.



1

00:02.138 --> 00:08.274

The reason most customers complain is
that they want you to rectify a situation

2

00:08.510 --> 00:13.758

and if you do it willingly and quickly,
you can turn an adversary into a devotee.

3

00:13.946 --> 00:18.606

In short, here are the steps you need to
take to get the relationship back on track

4

00:18.802 --> 00:21.210

First, listen carefully
to the customer's gripe

5

00:21.390 --> 00:24.808

Take notes if necessary and let
them talk without interruption.

6

00:24.980 --> 00:28.131

Second, empathise with them.

7

00:28.319 --> 00:31.413

Let them know you'd be disappointed
if it had happened to you.

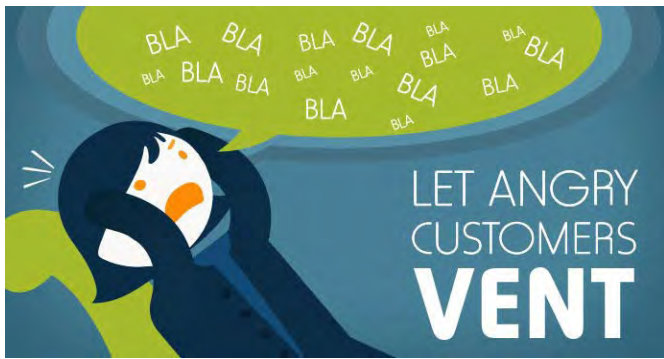
8

00:31.577 --> 00:35.584

<i>I asked for a spa room in
a quiet part of the hotel</i>

00:35.764 --> 00:39.323 <i><i>and all I'm hearing is renovations from the street works downstairs!</i></i>	9
00:39.527 --> 00:43.159 <i><i>I understand Mrs Jenkins, I'd be annoyed with that too.</i></i>	10
00:43.363 --> 00:48.759 Third, confirm the issue with the customer, and use the same terminology they use.	11
00:48.915 --> 00:53.129 <i><i>So, we need to find you a room with a spa but away from the street works...</i></i>	12
00:53.373 --> 00:54.683 <i><i>.....I think I have a solution!</i></i>	13
00:54.855 --> 00:58.845 Fourth, detail your plan to fix the situation...	14
00:59.040 --> 01:01.942 <i><i>If you're happy to relocate to the 10th floor</i></i>	15
01:02.061 --> 01:05.022 <i><i>you'll be a lot further away from the street noise, and you'll have a better view.</i></i>	16
01:05.193 --> 01:07.444 ...and outline a time frame.	17
01:07.673 --> 01:10.780 <i><i>I can have a porter help move your belongings in 10 minutes,</i></i>	18

01:10.952 --> 01:12.774 <i>will that give you enough time to organise your luggage?</i>	19
01:12.938 --> 01:16.530 Finally, make sure you provide your contact details	20
01:16.718 --> 01:19.607 in the event the customer needs to contact you again.	21
01:19.747 --> 01:21.986 And always thank the customer by name.	22
01:22.142 --> 01:23.884 <i>I hope you can forgive us Mrs Jenkins</i>	23
01:24.016 --> 01:26.224 <i>Your new room is 1006, and here is the key.</i>	24
01:26.372 --> 01:28.833 <i>If you have any more issues here's my direct number.</i>	25
01:29.013 --> 01:34.325 Whatever you do, don't get defensive or get bogged down in apportioning blame	26
01:34.497 --> 01:36.435 it won't help resolve the situation.	27
01:36.655 --> 01:40.361 Focus solely on solving the problem and calming the customer.	28



1

00:03.221 --> 00:06.453
It's vital to let an angry
customer vent their feelings

2

00:06.688 --> 00:09.103
while you give them your full attention.

3

00:09.314 --> 00:12.948
You may feel compelled to interrupt
as they recount what's transpired

4

00:13.143 --> 00:15.440
but don't. Let them continue.

5

00:15.652 --> 00:21.720
In person, make eye contact,
be alert and show empathy

6

00:21.932 --> 00:25.930
nodding from time to time, even
if the customer is irrational.

7

00:26.110 --> 00:29.948
Over the phone, make the occasional
indication that you're listening

8

00:30.112 --> 00:33.402
and empathising, even just
a sympathetic "oh" sound.

9

00:33.550 --> 00:36.941

If you want to raise an issue,
leave it until they've finished

10

00:37.137 --> 00:39.045

perhaps making notes as they speak.

11

00:39.257 --> 00:42.717

Let your customer vent all
of their anger in one burst

12

00:42.896 --> 00:45.518

after which you can focus on the solution.

13

00:45.690 --> 00:50.715

And when they have finished speaking, or
shouting, leave a second or two of silence

14

00:50.903 --> 00:54.391

and make your initial
response an empathetic one.

15

00:54.579 --> 00:56.711

<i>and I am totally sick of it!</i>

16

00:56.962 --> 01:00.742

<i>Mr Jamieson, I hear exactly
what you are saying!</i>

17

01:00.946 --> 01:04.272

Allowing the customer to get it all
out of their system reinforces

18

01:04.412 --> 01:07.076

the fact you have listened
intently and almost certainly

19

01:07.224 --> 01:10.069

will have a full understanding
of their complaint.



1

00:01.720 --> 00:06.929

<i>Sam, Mrs Turner, Jade</i>.

2

00:06.946 --> 00:10.977

Nothing grabs someone's attention
like hearing their own name.

3

00:11.001 --> 00:15.954

If your customer is animated and simply
won't stop talking or worse still

4

00:16.158 --> 00:18.950

shouting, use their name
to get their attention.

5

00:19.154 --> 00:23.723

<i>...and I told her 3 times, 3 times...</i>

6

00:23.855 --> 00:26.325

<i>Peter... I understand how you feel.
I'd feel that way too.</i>

7

00:26.505 --> 00:28.237

<i>Can I offer you this solution...</i>

8

00:28.409 --> 00:32.095

It's also wise to use the customer's
name at the end of your conversation...

9

00:32.283 --> 00:35.637

<i>Jenny I am so thankful you
brought this to our attention</i>

10

00:35.817 --> 00:39.269

<i>I'm glad we could sort that out
Linda, we'll speak tomorrow.</i>

11

00:39.377 --> 00:43.673

There will be other opportunities
too, so look for them, but be careful

12

00:43.821 --> 00:48.197

not to overuse their name as it
will sound contrived or insincere.



1

00:02.874 --> 00:05.942

No matter what your role is
within your organisation

2

00:06.091 --> 00:09.533

an apology will almost certainly
be within your capacity.

3

00:09.690 --> 00:12.858

A well delivered, sincere
apology will always go

4

00:13.031 --> 00:15.431

some way towards appeasing
an upset customer.

5

00:15.611 --> 00:19.497

The way you phrase your apology will
determine how successful it is.

6

00:19.685 --> 00:22.691

For instance, *I'm sorry*
you feel that way*,* or

7

00:22.863 --> 00:26.380

I'm very sorry about that!
do not involve the customer.

8

00:26.536 --> 00:29.085

They are merely statements
about how you feel.

9

00:29.273 --> 00:35.529

Instead, phrase your apology such that you give the customer the power to forgive you.

10

00:35.677 --> 00:38.357

<i>John, please accept my apologies for the error.</i>

11

00:38.521 --> 00:39.288

Or...

12

00:39.479 --> 00:43.150

<i>Mr Chapman, I understand how upset you must be, I'd be upset too.</i>

13

00:43.306 --> 00:44.822

<i>Can you forgive us for this error?</i>

14

00:45.002 --> 00:47.432

Both require the customer to respond.

15

00:47.596 --> 00:52.507

It will help to calm the customer and allow them to feel they have a level of control.

16

00:52.718 --> 00:56.124

If they accept this request you can move on to a solution

17

00:56.280 --> 00:59.726

if they can't, you will need to patiently continue

18

00:59.938 --> 01:02.780

to let them vent their anger until they are calmer.



1

00:02.469 --> 00:08.482

An angry or difficult customer in your premises can unsettle other customers.

2

00:08.655 --> 00:11.667

If you're faced with a customer making a scene within sight

3

00:11.823 --> 00:15.402

or earshot of others, politely move them to another area...

4

00:15.582 --> 00:16.936

<i>John, this sounds serious</i>

5

00:17.163 --> 00:19.666

<i>let's go in to my office where we can discuss this in detail.</i>

6

00:19.814 --> 00:20.515

...or...

7

00:20.694 --> 00:23.416

<i>Mrs Marshall, I'm keen to hear more, please come with me.</i>

8

00:23.544 --> 00:27.329

Many angry customers thrive on the theatre of others watching

9

00:27.533 --> 00:30.305
so removing the audience
will work in your favour

10

00:30.485 --> 00:33.441
it will give your customer a
chance to calm themselves

11

00:33.605 --> 00:36.489
and you will also be less distracted.

12

00:36.677 --> 00:38.489
If possible, offer them a drink

13

00:38.653 --> 00:41.633
it may buy you an extra minute
to compose your thoughts

14

00:41.861 --> 00:44.576
while your customer might well
lose some of their aggression.

15

00:44.757 --> 00:49.009
The sooner you can isolate them, the
faster you can resolve the issue.



1

00:03.122 --> 00:08.200

Your focus when dealing with a difficult customer is to resolve their issue

2

00:08.364 --> 00:10.906

and ensure their return patronage.

3

00:11.053 --> 00:13.718

Now, you may not have made the error

4

00:13.906 --> 00:16.260

your organisation may not even be at fault

5

00:16.496 --> 00:22.424

but if you're handling the complaint you need to focus on the customer's desired outcome.

6

00:22.636 --> 00:25.664

Even if the customer wants to keep talking about the problem

7

00:25.812 --> 00:29.562

don't let them, refocus them on the solution.

8

00:29.734 --> 00:34.344

<i>I'll say this again, you've ruined my suit, it's ruined.</i>

9

00:34.400 --> 00:39.096

<i>Peter, you're right, the
suit's ruined, so is it ok to</i>

10

00:39.120 --> 00:41.154

<i>go through some options for
getting you another suit?</i>

11

00:41.342 --> 00:45.007

Focus on the solution, knowing
that if you can solve the problem

12

00:45.171 --> 00:48.733

you stand a chance of getting
them back as a repeat customer.



1

00:02.891 --> 00:07.083

No one should have to put up with foul language or abuse from a customer.

2

00:07.303 --> 00:11.145

If you find yourself in this situation, you need to interrupt the customer...

3

00:11.333 --> 00:13.601

<i>John, while I am more than happy to help you</i>

4

00:13.749 --> 00:16.645

<i>I cannot do so if you continue to swear. Is that understood?</i>

5

00:16.841 --> 00:21.703

The last part is important. You need them to confirm that they understand.

6

00:21.859 --> 00:24.405

If the caller's behavior does not change

7

00:24.641 --> 00:28.103

you should be very clear about what will happen if they continue.

8

00:28.259 --> 00:31.759

<i>John, I want to help you but I simply cannot if you continue to swear at me.</i>

9

00:31.971 --> 00:36.670

<i>If this happens again I will have no option but
to terminate our discussion. Is that clear?</i>

10

00:36.849 --> 00:39.270

If this doesn't work,
you would simply state...

11

00:39.441 --> 00:42.900

<i>John, you've left me no alternative
but to terminate this conversation.</i>

12

00:43.096 --> 00:46.612

And walk away or if you're
on the phone, hang up.



1

00:02.616 --> 00:06.988

Often difficult customers haven't
clearly outlined their expectations

2

00:07.152 --> 00:11.519

and because they aren't getting what
they want, they become frustrated.

3

00:11.714 --> 00:15.559

This also applies to customers
who appear angry and aggressive.

4

00:15.731 --> 00:18.791

Rather than guess what will
appease your difficult customer

5

00:18.995 --> 00:20.652

come straight out and ask them.

6

00:20.800 --> 00:22.365

It may be as simple as

7

00:22.546 --> 00:25.787

*Loretta, what would you like me
to do to rectify this matter?*

8

00:25.975 --> 00:28.534

I want a full refund for the blouse!

9

00:28.705 --> 00:31.607

Or it may be a more complicated solution

10

00:31.795 --> 00:34.891

<i>Jim, what would like me to
do to rectify this matter?</i>

11

00:35.015 --> 00:39.032

<i>I don't think that the people you have working
on this account actually understand the product.</i>

12

00:39.220 --> 00:41.064

<i>Have any of them actually ever used it?</i>

13

00:41.324 --> 00:43.107

<i>Do they even know how the thing works?</i>

14

00:43.327 --> 00:48.317

This is a better alternative to
throwing up solutions hoping one sticks

15

00:48.472 --> 00:52.725

and gives you a starting
point for any negotiations.

Dealing With Difficult Customers

Question 0 of 5

If a customer is complaining to you, you should only engage with them if your company is genuinely at fault.



True



False

Submit



Dealing With Difficult Customers

Question 0 of 5

If a customer wants to keep talking about the problem, you should focus on:



The solution



Their aggression

Submit



Dealing With Difficult Customers

Question 0 of 5

Foul language and obscenities should not be tolerated. What can a customer be doing if they are being verbally abusive?



Let them know they sound like a drunken sailor.

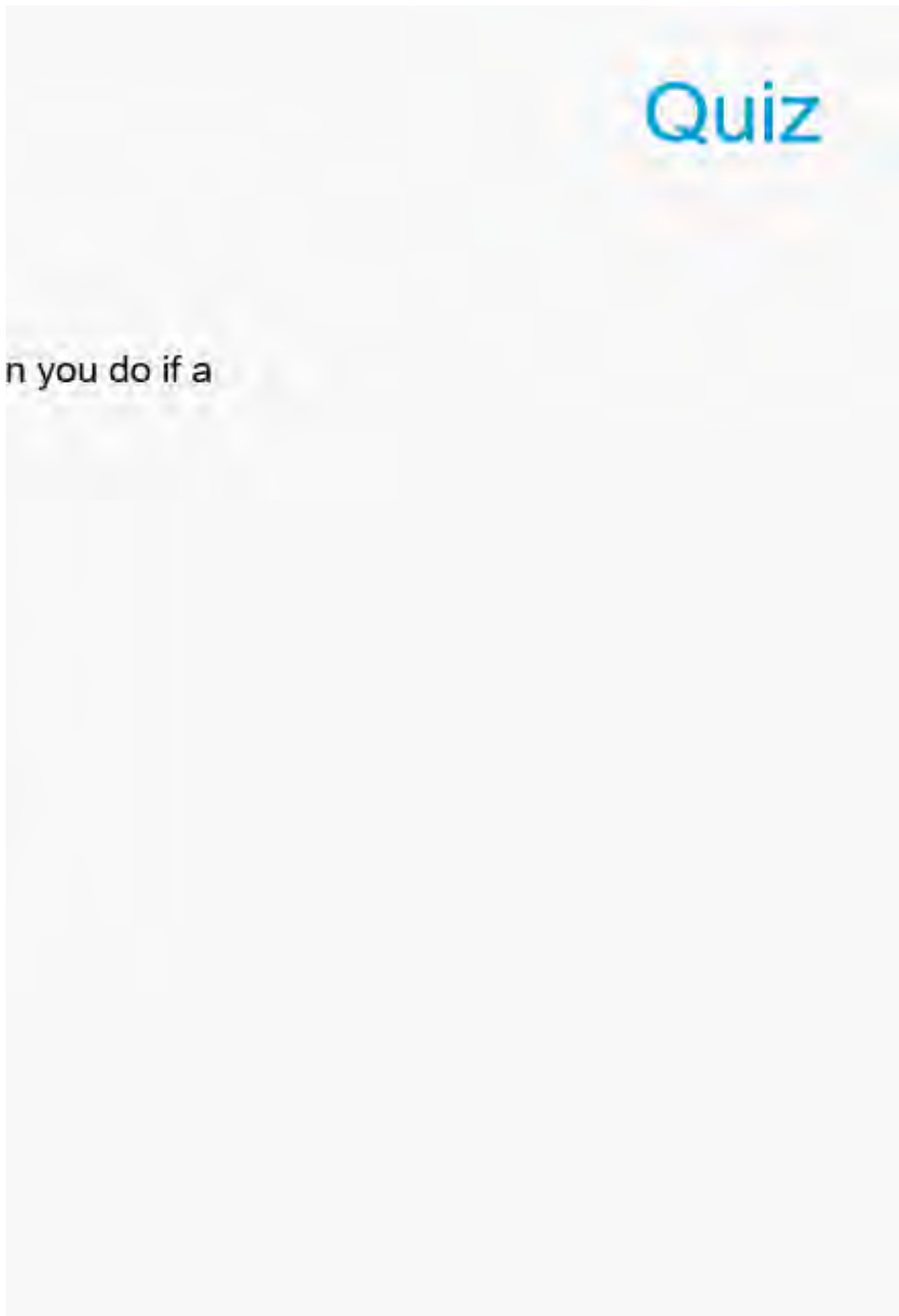


Let them know you will not continue the conversation if they continue to swear.



Let them know that their breath smells, and you will not continue to talk to them.

Submit



Dealing With Difficult Customers

Question 0 of 5

What is a better phrase to use than "I'm sorry"?

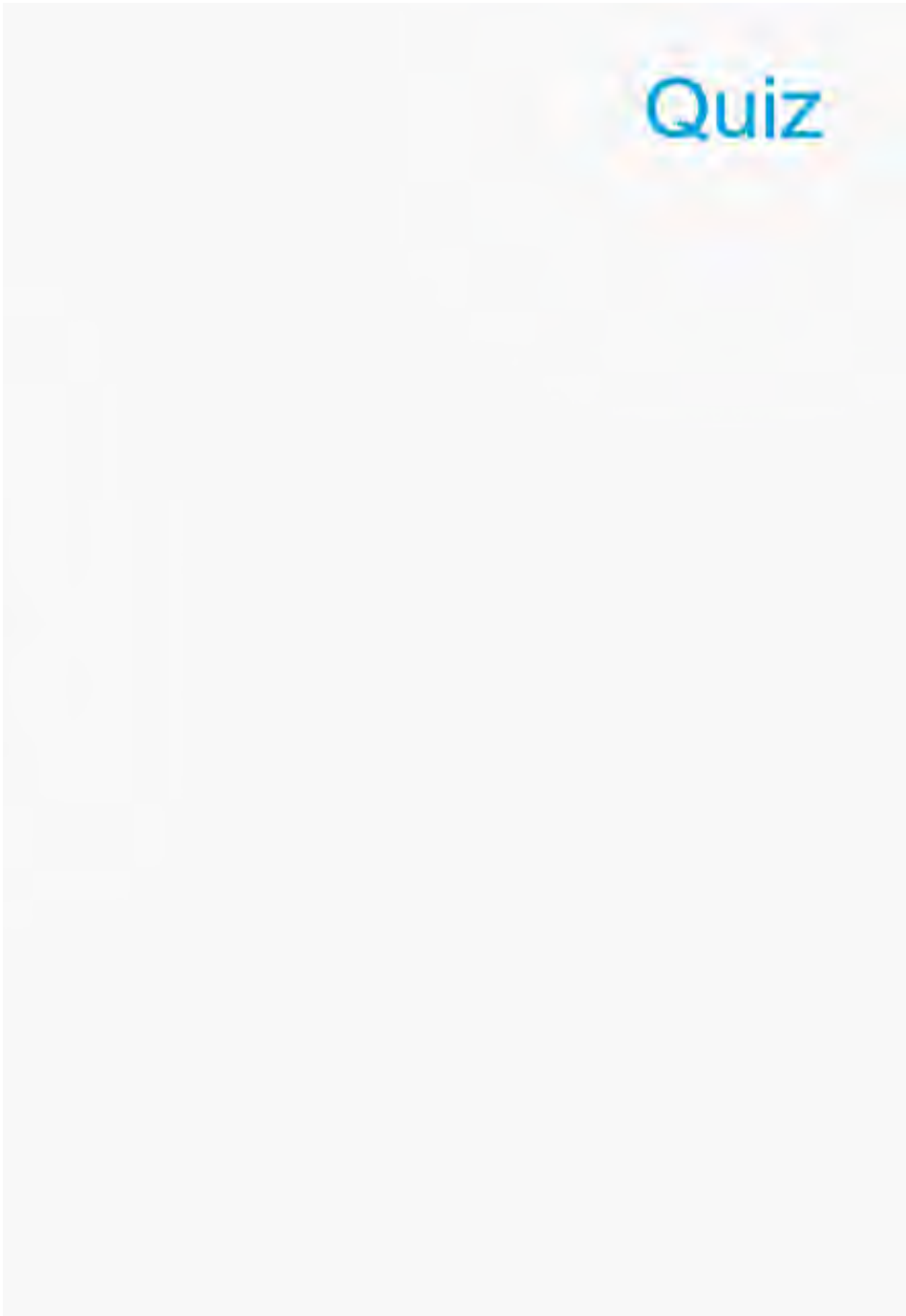


I don't care.



Please accept my apologies.

Submit



Dealing With Difficult Customers

Question 0 of 5

What's an easy way of grabbing a difficult customer's attention?



Raising your voice.



Using their name.



Pretending you can't hear them with your fingers in your ears.

Submit



Articulate Storyline Translation

Project Information	
Source Filename	PETINT001 Customer Service 1.01.2021.story
Author	tymne
Exported	9/26/2023 7:30 AM
Export Version 	v3.80.30988.0-MultiTable
Scenes	4
Slides	43
Slide Layers	109
Slide Masters and Layouts	6
Strings	835
Words	9260
Characters	50028

1 Client Service

Scene ID 	d9ed6de2-e410-4860-94ef-8dac9dbeeb4c
---	--------------------------------------

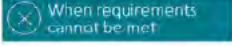
ID 	Type	Source Text	Translation
Ntgf	Scene name	Client Service	Client Service

1.1 Title

Slide ID 	43e94c39-fda6-4b0f-9d0b-7b08410a84bf
Preview Image	

ID 	Type	Source Text	Translation
r6Aa	Slide name	Title	Title
cfjY	Text Box	PETINT001	PETINT001
Y7Ne	Text Box	Customer Service	Customer Service

1.2 Instructions

Slide ID 	afff394c-bcd0-4cc4-9e90-4d4be9c4626e
Preview Image	PETINT001 Customer Service Instructions The following provides you with some guidance on how to complete this PET module. Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:     Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen. Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents. Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved. Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback. On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below: >> <i>Click the buttons to view the objectives</i> Additional Information Icons Select the icon to see additional information, tips and hints.   

ID 	Type	Source Text	Translation
L5BH	Slide name	Instructions	Instructions
s7wU	Text Box	Instructions	Instructions
wQiH	Text Box	The following provides you with some guidance on how to complete this PET module.	The following provides you with some guidance on how to complete this PET module.
sknl	Text Box 2	Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:	Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:
Emf2	Text Box 1 - Normal state	When requirements cannot be met	When requirements cannot be met

ID 	Type	Source Text	Translation
LmxB	Text Box 1 - Hover state	When requirements cannot be met	When requirements cannot be met
h10P	Text Box 1 - Down state	When requirements cannot be met	When requirements cannot be met
Xw4t	Text Box 1 - Visited state	When requirements cannot be met	When requirements cannot be met
Z+0M	Text Box 1 - Disabled state	When requirements cannot be met	When requirements cannot be met
Fw52	Text Box 1 - Selected state	When requirements cannot be met	When requirements cannot be met
dZ4b	Text Box 1 - Normal state	Check your answer	Check your answer
2Wk7	Text Box 1 - Hover state	Check your answer	Check your answer
qZS4	Text Box 1 - Down state	Check your answer	Check your answer
6w7r	Text Box 1 - Visited state	Check your answer	Check your answer
wp6X	Text Box 1 - Disabled state	Check your answer	Check your answer
WHdf	Text Box 1 - Selected state	Check your answer	Check your answer
BuAQ	Text Box 1 - Normal state	Course Overview	Course Overview
oS9I	Text Box 1 - Hover state	Course Overview	Course Overview

ID 	Type	Source Text	Translation
4uLH	Text Box 1 - Down state	Course Overview	Course Overview
tj2T	Text Box 1 - Visited state	Course Overview	Course Overview
8yG9	Text Box 1 - Disabled state	Course Overview	Course Overview
gqZl	Text Box 1 - Selected state	Course Overview	Course Overview
CaDH	Text Box 3	Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen.	Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen.
8lob	Text Box 4	Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents.	Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents.
+d6g	Text Box 5	Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved.	Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved.

ID 	Type	Source Text	Translation
ySgo	Text Box 6	Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback.	Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback.
dxSo	Text Box 7	On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below:	On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below:
SfV1	Text Box 1	>> <i>Click the buttons to view the objectives</i>	>> <i>Click the buttons to view the objectives</i>
HGSu	Text Box 8	Additional Information Icons Select the icon to see additional information, tips and hints.	Additional Information Icons Select the icon to see additional information, tips and hints.
zhkr	Text Box	Information Icon	Information Icon
AvlG	Text Box	Further information.	Further information.
AkJL	Text Box	Select the arrow for further information	Select the arrow for further information
Oax6	Text Box	Further Information	Further Information
LAH0	Text Box	Link to this document.	Link to this document.

1.3 Module Objectives

Slide ID 	dd4d9b85-7dc3-413e-a0dd-382a55176860
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Preview Image

Module Objectives
PETINT001
Customer Service

By the end of the module you should be able to:

- Access the APO Client Service Charter.
- Effectively use skills and techniques to manage customer interactions.
- Deliver high quality service to customers of the Australian Passport Office.
- Understand the importance of treating all customers fairly, professionally with respect and sensitivity.

This module will take approximately 30 minutes to complete

>> Click the buttons to view the objectives

ID	Type	Source Text	Translation
8k8R	Slide name	Module Objectives	Module Objectives
zT04	Text Box	Module Objectives	Module Objectives
voNe	Rectangle 4	1 IMPORTANT NOTICE	IMPORTANT NOTICE
voNe			
voNe			For your training record to be updated, at the end of this module

ID	Type	Source Text	Translation
voN e		3 For your training record to be updated, at the end of this module 4 select the Submit Completion button and send the pre-populated email to s 22(1)(a)(ii) @dfa t.gov.au	select the Submit Completion button and send the pre-populated email to s 22(1)(a)(ii) @dfa t.gov.au
UWs w	Rectangle 5	X	X
P30 1	Text Box	By the end of the module you should be able to:	By the end of the module you should be able to:
/Fs2	obj3 1	Access the APO Client Service Charter.	Access the APO Client Service Charter.
SB5 p	obj3 2	Effectively use skills and techniques to manage customer interactions.	Effectively use skills and techniques to manage customer interactions.

ID	Type	Source Text	Translation
QxLY	obj3	Deliver high quality service to customers of the Australian Passport Office.	Deliver high quality service to customers of the Australian Passport Office.
E9SZ	obj3 3	Understand the importance of treating all customers fairly, professionally with respect and sensitivity.	Understand the importance of treating all customers fairly, professionally with respect and sensitivity.
beXL	Pop-up1 1	This module will take approximately 30 minutes to complete	This module will take approximately 30 minutes to complete
XpGb	Text Box 1	>> <i>Click the buttons to view the objectives</i>	>> <i>Click the buttons to view the objectives</i>

1.4 Module overview

Slide ID	fd9d8fbd-4237-4c92-8be9-465bc14d9aca
Preview Image	

ID	Type	Source Text	Translation
blgJ	Slide name	Module overview	Module overview

ID 	Type	Source Text	Translation
N9nE	Text Box	Module overview	Module overview
0w24	Text Box 1 - Normal state	Course Overview	Course Overview
whMQ	Text Box 1 - Hover state	Course Overview	Course Overview
czrS	Text Box 1 - Down state	Course Overview	Course Overview
6vkR	Text Box 1 - Visited state	Course Overview	Course Overview
dafv	Text Box 1 - Disabled state	Course Overview	Course Overview
0HPG	Text Box 1 - Selected state	Course Overview	Course Overview
f4dW	Text Box 5	>> <i>Select the Course overview button</i>	>> <i>Select the Course overview button</i>

Slide Layer: Layer 1

Layer ID 	ae80f150-2fd5-49cd-b20c-2570613fbffe
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Preview Image

Module overview
PETINT001
Customer Service

Course Overview

This module explores techniques and the requirements for providing effective, timely and courteous service to customers of the Australian Passport Office (APO).

>> Select the Course overview button

ID	Type	Source Text	Translation
82VW	Text Box 1	1 This module explores techniques and the requirements	This module explores techniques and the requirements
82VW		2 for providing effective, timely and courteous service to customers of the Australian Passport Office (APO).	for providing effective, timely and courteous service to customers of the Australian Passport Office (APO).

1.5 Client Service Charter

Slide ID	ba414206-d6ab-4254-941b-84985c3871bc
----------	--------------------------------------

Preview Image

Client Service Charter

PETIN001
Customer Service

The Client Service Charter is a policy that specifies the standard of service customers can expect from Australian Passport Office staff.

It was written in consultation with customers, staff and other stakeholders as part of the Department's commitment to providing a world-class passport service to its customers.

The Charter is externally reviewed every three years to ensure its continued effectiveness.

The Client Service Charter is available from the Australian Passports website under [Brochures and publications](#).

Our working
arrangements

What customers can
expect from us

What we ask of
our customers

>> Select the buttons for more content

AUSTRALIAN
PASSPORT OFFICE

Client Service Charter

Our Client Service Charter sets out the standard of service you can expect from the Australian Passport Office and the Australian Passport Information Service (APIS).

This charter explains how you can get more information if you need it and what you can do if our service does not meet the standards outlined here. We regularly review the charter to ensure it remains focused on client needs.

We also regularly check and report on how well we and our agents are implementing the charter and we welcome feedback from clients on our service.

Our aim

The Australian Passport Office is committed to providing customers with a world-class passport service in Australia.

Our role

The Australian Passport Office exists primarily to facilitate citizens' and permanent residents' access to the Australian Passport. As such, we have a duty to ensure that our services are efficient, effective and of high quality. We also have a duty to ensure that our services are accessible to all people who need them.

Our working arrangements

• We work in a customer-centric way.

• We ensure that our services are accessible to all people who need them.

• We ensure that our services are accessible to all people who need them.

• We ensure that our services are accessible to all people who need them.

• We ensure that our services are accessible to all people who need them.

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• We ensure that our services are accessible to all people who need them.

• We ensure that our services are accessible to all people who need them.

While we strive to provide a world-class service to all our customers, we understand that there may be times when our service does not meet the standards outlined here. We regularly review the charter to ensure it remains focused on client needs.

We also regularly check and report on how well we and our agents are implementing the charter and we welcome feedback from clients on our service.

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We also regularly check and report on how well we and our agents are implementing the charter and we welcome feedback from clients on our service.

Select here to view The Client Service Charter

ID	Type	Source Text	Translation
C8in	Slide name	Client Service Charter	Client Service Charter
PcHu	Text Box	Client Service Charter	Client Service Charter
FPU _n	Text Box 1	1 The Client Service Charter is a policy that specifies	The Client Service Charter is a policy that specifies
FPU _n		2 the standard of service customers can expect from Australian Passport Office staff.	the standard of service customers can expect from Australian Passport Office staff.
FPU _n			
FPU _n		3	It was written in consultation with customers, staff

ID 	Type	Source Text	Translation
FPU _n		4 It was written in consultation with customers, staff	and other stakeholders as part of the Department's commitment to providing a world-class passport service to its customers.
FPU _n		5 and other stakeholders as part of the Department's commitment to providing a world-class passport service to its customers.	
FPU _n			The Charter is externally reviewed every three
FPU _n			years to ensure its continued effectiveness.
FPU _n		6	
FPU _n		7 The Charter is externally reviewed every three	The Client Service Charter is available from the Australian Passports website under
FPU _n		8 years to ensure its continued effectiveness.	Brochures and publications
FPU _n		9	.
FPU _n		10 The Client Service Charter is available from the Australian Passports website under	
FPU _n			
FPU _n			
FPU _n			
FPU _n		11 Brochures and publications	
FPU _n			
FPU _n		12 .	
FPU _n		13	
FPU _n		14	
FPU _n		15	
FPU _n		16	
FPU _n		17	
FPU _n			

ID 	Type	Source Text	Translation
FPU _n		18	
FPU _n		19	
		20	
		21	
		22	
		23	
		24	
		25	
		26	
x7z8	Text Box 1 - Normal state	Our working arrangements	Our working arrangements
5V2p	Text Box 1 - Hover state	Our working arrangements	Our working arrangements
jQn9	Text Box 1 - Down state	Our working arrangements	Our working arrangements
cOX2	Text Box 1 - Visited state	Our working arrangements	Our working arrangements
Z3AE	Text Box 1 - Disabled state	Our working arrangements	Our working arrangements
JF/B	Text Box 1 - Selected state	Our working arrangements	Our working arrangements
BZRW	Text Box 1 - Normal state	What customers can expect from us	What customers can expect from us

ID 	Type	Source Text	Translation
g2Xe	Text Box 1 - Hover state	What customers can expect from us	What customers can expect from us
CWmW	Text Box 1 - Down state	What customers can expect from us	What customers can expect from us
5WHB	Text Box 1 - Visited state	What customers can expect from us	What customers can expect from us
o99A	Text Box 1 - Disabled state	What customers can expect from us	What customers can expect from us
GotN	Text Box 1 - Selected state	What customers can expect from us	What customers can expect from us
9I4X	Text Box 1 - Normal state	1 What we ask of 2 our customers	What we ask of
9I4X			our customers
UMfU	Text Box 1 - Hover state	1 What we ask of 2 our customers	What we ask of
UMfU			our customers
a9ob	Text Box 1 - Down state	1 What we ask of 2 our customers	What we ask of
a9ob			our customers
b6lt	Text Box 1 - Visited state	1 What we ask of 2 our customers	What we ask of
b6lt			our customers
Tgvl	Text Box 1 - Disabled state	1 What we ask of 2 our customers	What we ask of
Tgvl			our customers
uMnP	Text Box 1 -	1 What we ask of	What we ask of

ID 	Type	Source Text	Translation
uMnP	Selected state	our customers	our customers
IZC2	Text Box 3	Select here to view The Client Service Charter	Select here to view The Client Service Charter
mLxd	Text Box 2	>> Select the buttons for more content	>> Select the buttons for more content

Slide Layer: Our Working Arrangements

Layer ID 	977e7a7b-79d9-4ef3-98ec-730fcacc6411
Preview Image	

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Slide Layer: What Clients Can Expect From Us

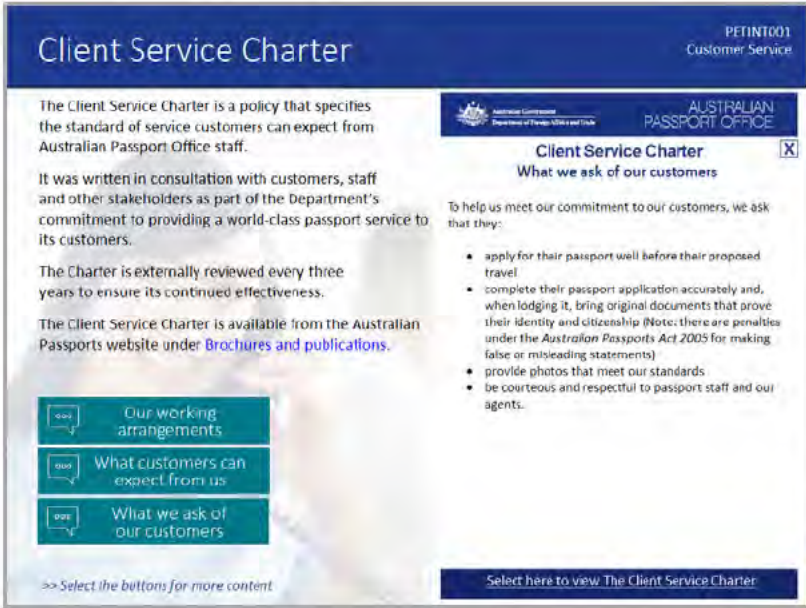
Layer ID 	0364c7fb-f67f-4857-a077-9f2983dfb450
Preview Image	

ID 	Type	Source Text	Translation
ghhL	Rectangle 2	X	X
S3X9	Text Box 3	What customers can expect from us	What customers can expect from us
zteK	Rectangle 1		

ID 	Type	Source Text	Translation
zteK		2 In delivering a secure, efficient and responsive passport service , we aim to serve our customers in a professional way committed to the following service standards:	In delivering a secure, efficient and responsive passport service , we aim to serve our customers in a professional way committed to the following service standards:
zteK		3 - providing clear and accurate information	- providing clear and accurate information
zteK		4 - serving promptly and being helpful and polite at all times	- serving promptly and being helpful and polite at all times
zteK		5 - displaying information about passport fees in all passport	- displaying information about passport fees in all passport
zteK		6 offices and agencies	offices and agencies
zteK		7 - ensuring there are appropriate passport services for	- ensuring there are appropriate passport services for
zteK		8 Australians living in rural, remote and regional areas and	Australians living in rural, remote and regional areas and
zteK		9 overseas	overseas
zteK		10 - services for people with disabilities	- services for people with disabilities
zteK		11 - applying rules and policies consistently	- applying rules and policies consistently
zteK		12 - protecting information given to us in accordance with the	- protecting information given to us in accordance with the
zteK		13 <i>Australian Passports Act 2005</i> and privacy laws	<i>Australian Passports Act 2005</i> and privacy laws
zteK		14 - issuing a passport within two business days of receiving	- issuing a passport within two business days of receiving
zteK		15 everything we need if the customer has requested priority	everything we need if the customer has requested
zteK		16 service, or else refunding the	priority

ID 	Type	Source Text	Translation
zteK		priority processing fee	service, or else refunding the priority processing fee
zteK		17 - protecting identity from misuse by others through	- protecting identity from misuse by others through
zteK		18 rigorous identity proofing processes and a technically	rigorous identity proofing processes and a technically
zteK		19 sophisticated passport booklet	sophisticated passport booklet
zteK		20 - informing customers of their right to a review of an adverse	- informing customers of their right to a review of an adverse
zteK		21 decision.	decision.

Slide Layer: What we ask of our clients

Layer ID 	4d8798cb-acf7-4330-b597-1a89862691d8
Preview Image	

ID 	Type	Source Text	Translation
1MeJ	Rectangle 2	X	X

ID 	Type	Source Text	Translation
GT/Y	Text Box 3	What we ask of our customers	What we ask of our customers
B4wV	Rectangle 1	1 2 To help us meet our commitment to our customers, we ask that they: 3 4 apply for their passport well before their proposed travel 5 complete their passport application accurately and, when lodging it, bring original documents that prove their identity and citizenship (Note: there are penalties under the <i>Australian Passports Act 2005</i> for making false or misleading statements) 6 provide photos that meet our standards 7 be courteous and respectful to passport staff and our agents. 8	
B4wV			To help us meet our commitment to our customers, we ask that they:
B4wV			
B4wV			apply for their passport well before their proposed travel
B4wV			complete their passport application accurately and, when lodging it, bring original documents that prove their identity and citizenship (Note: there are penalties under the <i>Australian Passports Act 2005</i> for making false or misleading statements)
B4wV			provide photos that meet our standards
B4wV			be courteous and respectful to passport staff and our agents.
B4wV			
B4wV			
B4wV			
B4wV			
B4wV			

ID 	Type	Source Text	Translation
B4wV		• 9 10 • 11 • 12 • 13 • 14	

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

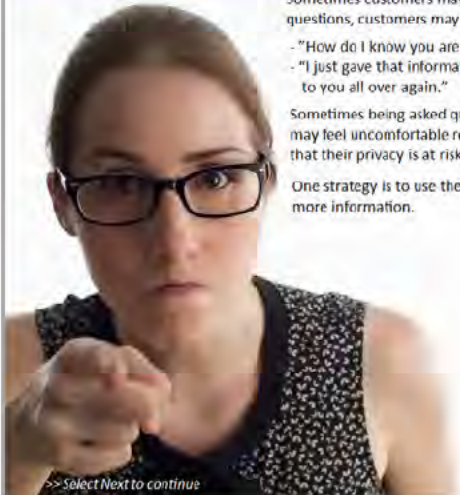
1.16 Handling resistance

Slide ID 

25e45a66-388d-4d48-b1d6-6963fc126bb7

Preview Image

Handling resistance
PETINI001
Customer Service



Sometimes customers may protest or become resistant when asked questions, customers may say things such as:

- "How do I know you are who you say you are?"
- "I just gave that information to the Department and now I have to give it to you all over again."

Sometimes being asked questions can be confronting for people. They may feel uncomfortable revealing personal information. They may feel that their privacy is at risk or that they are simply put on the spot.

One strategy is to use the magic three EEE's – select the buttons for more information.

>> Select Next to continue

ID 	Type	Source Text	Translation
EApA	Slide name	Handling resistance	Handling resistance
4AyE	Text Box	Handling resistance	Handling resistance
hXol	Text Box 1	1 Sometimes customers may protest or become resistant when asked questions, customers may say things such as:	Sometimes customers may protest or become resistant when asked questions, customers may say things such as:
hXol			
hXol		2	
hXol		3	- "How do I know you are who you say you are?"
hXol		4 - "How do I know you are who you say you are?"	- "I just gave that information to the Department and now I have to give it
hXol		5 - "I just gave that information to the	to you all over again."

ID 	Type	Source Text	Translation
hXol		Department and now I have	
hXol		to give it	
hXol		6 to you all over again.”	Sometimes being asked questions can be confronting for people. They
hXol		7	
hXol		8	may feel uncomfortable revealing personal information. They may feel
hXol		9 Sometimes being asked questions can be confronting for people. They	that their privacy is at risk or that they are simply put on the spot.
		10 may feel uncomfortable revealing personal information. They may feel	
		11 that their privacy is at risk or that they are simply put on the spot.	
yp+/ Text Box 2	Text Box 2	One strategy is to use the magic three EEE’s – select the buttons for more information.	One strategy is to use the magic three EEE’s – select the buttons for more information.
ZFut	Text Box 3	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

Slide Layer: Base Layer

Layer ID 	a9918b36-f88d-490a-bd95-21b0663f5555
--	--------------------------------------

**Preview
Image**

PETINIT001

Customer Service

Handling resistance



Sometimes customers may protest or become resistant when asked questions, customers may say things such as:

- "How do I know you are who you say you are?"
- "I just gave that information to the Department and now I have to give it to you all over again."

Sometimes being asked questions can be confronting for people. They may feel uncomfortable revealing personal information. They may feel that their privacy is at risk or that they are simply put on the spot.

One strategy is to use the magic three EEE's – select the buttons for more information.

Empathise

Explain

Elaborate

>> Select Next to continue

ID 	Type	Source Text	Translation
CrAo	Text Box 1 - Normal state	Empathise	Empathise
nBAZ	Text Box 1 - Hover state	Empathise	Empathise
WoNm	Text Box 1 - Normal state	Explain	Explain
VEkR	Text Box 1 - Hover state	Explain	Explain
/2fa	Text Box 1 - Normal state	Elaborate	Elaborate
KYMa	Text Box 1 - Hover state	Elaborate	Elaborate

Slide Layer: Layer 1

Layer ID 	2715284e-6049-421a-8ced-92d43dd46478
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**Preview
Image**

Handling resistance

PETINI001
Customer Service



Sometimes customers may protest or become resistant when asked questions, customers may say things such as:

- "How do I know you are who you say you are?"
- "I just gave that information to the Department and now I have to give it to you all over again."

Sometimes being asked questions can be confronting for people. They may feel uncomfortable revealing personal information. They may feel that their privacy is at risk or that they are simply put on the spot.

One strategy is to use the magic three EEE's – select the buttons for more information.

Empathise

Explain

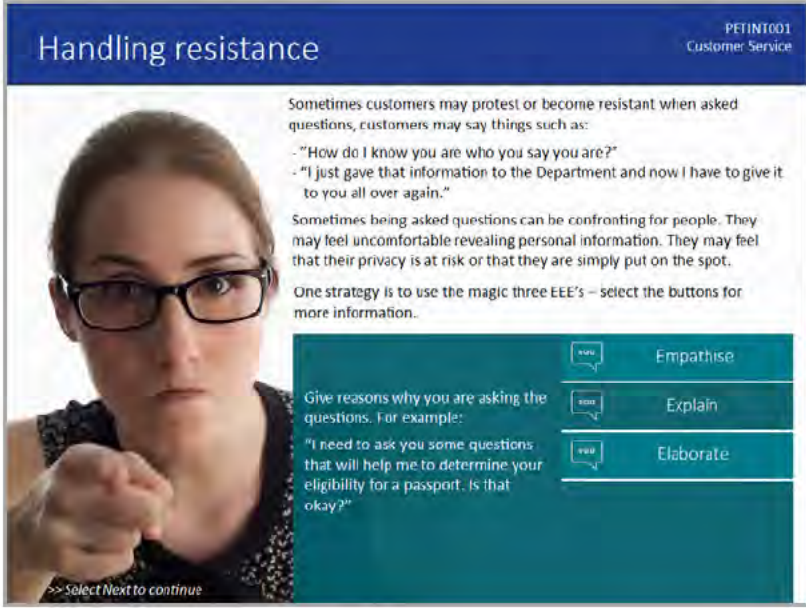
Elaborate

Acknowledge concerns by communicating that you accept their right to have an opinion and feelings. This is demonstrating you are listening and want to help.

>> Select Next to continue

ID 	Type	Source Text	Translation
GA0f	Text Box 4	Empathise	Empathise
trwz	Text Box 3	Acknowledge concerns by communicating that you accept their right to have an opinion and feelings. This is demonstrating you are listening and want to help.	Acknowledge concerns by communicating that you accept their right to have an opinion and feelings. This is demonstrating you are listening and want to help.
zZZc	Text Box 1 - Normal state	Explain	Explain
FjKh	Text Box 1 - Hover state	Explain	Explain
Xf6r	Text Box 1 - Normal state	Elaborate	Elaborate
dAan	Text Box 1 - Hover state	Elaborate	Elaborate

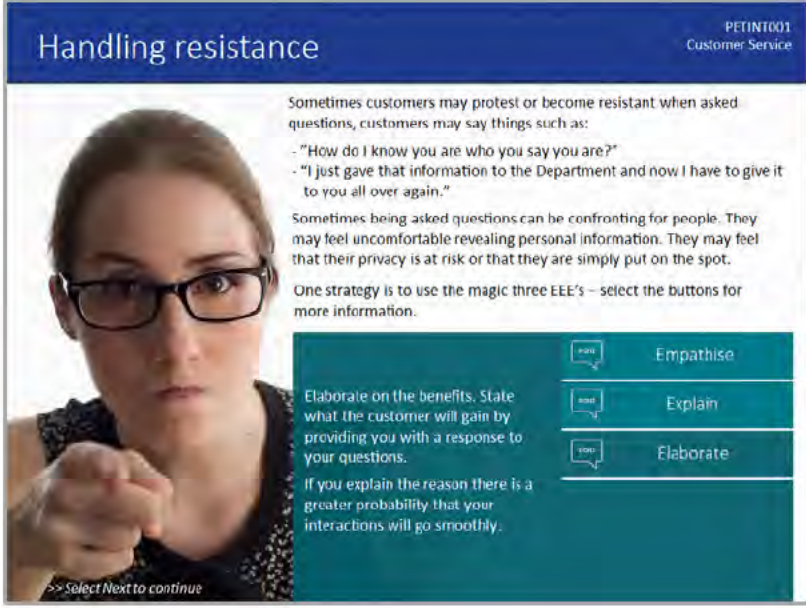
Slide Layer: Layer 2

Layer ID 	49473060-ecc9-4918-bd7c-8dede90f96ab
Preview Image	 Handling resistance PETINT001 Customer Service Sometimes customers may protest or become resistant when asked questions, customers may say things such as: - "How do I know you are who you say you are?" - "I just gave that information to the Department and now I have to give it to you all over again." Sometimes being asked questions can be confronting for people. They may feel uncomfortable revealing personal information. They may feel that their privacy is at risk or that they are simply put on the spot. One strategy is to use the magic three EEE's – select the buttons for more information. Give reasons why you are asking the questions. For example: "I need to ask you some questions that will help me to determine your eligibility for a passport. Is that okay?" Empathise Explain Elaborate >> Select Next to continue

ID 	Type	Source Text	Translation
qSr5	Text Box 1 - Normal state	Empathise	Empathise
Dm9u	Text Box 1 - Hover state	Empathise	Empathise
aKJJ	Text Box 1	1 Give reasons why you are asking the questions. For example:	Give reasons why you are asking the questions. For example:
aKJJ		2 "I need to ask you some questions that will help me to determine your eligibility for a passport. Is that okay?"	"I need to ask you some questions that will help me to determine your eligibility for a passport. Is that okay?"
VhFN	Text Box 2	Explain	Explain
neoh	Text Box 1 - Normal state	Elaborate	Elaborate

ID 	Type	Source Text	Translation
9E4p	Text Box 1 - Hover state	Elaborate	Elaborate

Slide Layer: Layer 3

Layer ID 	245c55b9-d587-4377-9023-76ea8c9ac967
Preview Image	 The screenshot shows a presentation slide titled "Handling resistance" with the subtitle "PETINT001 Customer Service". The slide features a woman pointing at the camera. The text on the slide discusses customer resistance and provides strategies for handling it. A list of strategies is shown in a green box on the right: Empathise, Explain, and Elaborate. The slide also includes a footer that says "Select Next to continue".

ID 	Type	Source Text	Translation
G64G	Text Box 1 - Normal state	Empathise	Empathise
ilzG	Text Box 1 - Hover state	Empathise	Empathise
yod6	Text Box 1	1 Elaborate on the benefits. State what the customer will gain by providing you with a response to your questions.	Elaborate on the benefits. State what the customer will gain by providing you with a response to your questions.
yod6			
yod6			

ID 	Type	Source Text	Translation
yod6		2 3 4 If you explain the reason there is a greater probability that your interactions will go smoothly.	If you explain the reason there is a greater probability that your interactions will go smoothly.
BioW	Text Box 1 - Normal state	Explain	Explain
18HD	Text Box 1 - Hover state	Explain	Explain
7Mc6	Text Box 2	Elaborate	Elaborate

1.17 HEAT technique

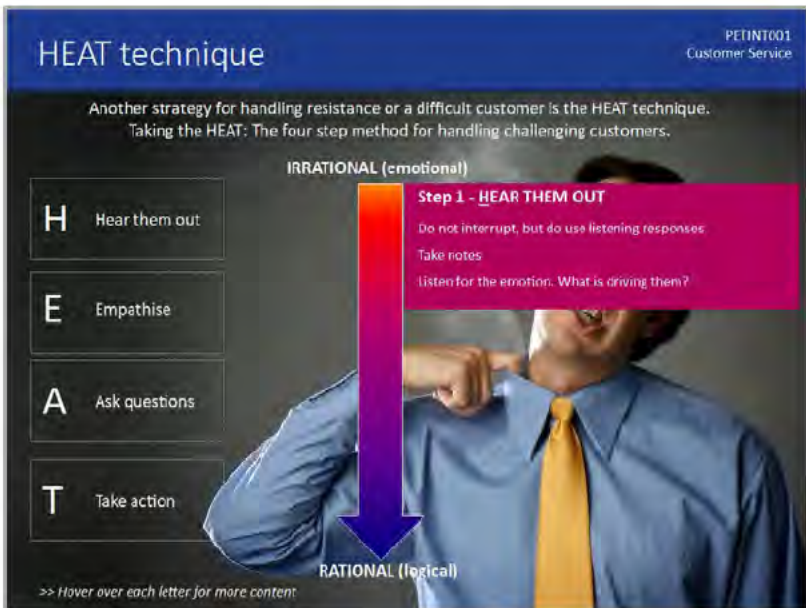
Slide ID 	477b7373-1cfa-4330-9cdb-ea1f2cd99f21
Preview Image	

ID 	Type	Source Text	Translation
9y0M	Slide name	HEAT technique	HEAT technique

ID 	Type	Source Text	Translation
bS4w	Text Box	HEAT technique	HEAT technique
pWXM	Text Box 1	1 Another strategy for handling resistance or a difficult customer is the HEAT technique. 2 Taking the HEAT: The four step method for handling challenging customers.	Another strategy for handling resistance or a difficult customer is the HEAT technique.
pWXM			Taking the HEAT: The four step method for handling challenging customers.
ey5s	Text Box 10	IRRATIONAL (emotional)	IRRATIONAL (emotional)
srhK	Text Box 2	H	H
hXU/	Text Box 6	Hear them out	Hear them out
RJrW	Text Box 3	E	E
oXBm	Text Box 7	Empathise	Empathise
2x/O	Text Box 4	A	A
+g0V	Text Box 8	Ask questions	Ask questions
eOA3	Text Box 5	T	T

ID 	Type	Source Text	Translation
FMk7	Text Box 9	Take action	Take action
aODE	Text Box 11	RATIONAL (logical)	RATIONAL (logical)
12IK	Text Box 12	>> <i>Hover over each letter for more content</i>	>> <i>Hover over each letter for more content</i>

Slide Layer: H

Layer ID 	572182e8-0763-4311-8852-98e3ce7266d0
Preview Image	 The slide titled 'HEAT technique' (PETINT001 Customer Service) describes a strategy for handling resistance. It lists four steps: H (Hear them out), E (Empathise), A (Ask questions), and T (Take action). A vertical color gradient arrow points from 'IRRATIONAL (emotional)' at the top to 'RATIONAL (logical)' at the bottom. A callout box for 'Step 1 - HEAR THEM OUT' provides instructions: 'Do not interrupt, but do use listening responses', 'Take notes', and 'listen for the emotion. What is driving them?'. A background image shows a man in a blue shirt and yellow tie pointing to his chest. A footer note says '>> Hover over each letter for more content'.

ID 	Type	Source Text	Translation
3eS+	Text Box 1	1 Step 1 - <u>H</u>EAR THEM	Step 1 - <u>H</u> EAR THEM OUT
3eS+		OUT	
3eS+		2	
3eS+		3	Do not interrupt, but do use listening responses
3eS+		4 Do not interrupt, but do use listening responses	
3eS+		5	

ID 	Type	Source Text	Translation
3eS+		<u>6</u>	Take notes
3eS+		<u>7</u> Take notes	
3eS+		<u>8</u>	
3eS+		<u>9</u>	
		<u>10</u> Listen for the emotion. What is driving them?	Listen for the emotion. What is driving them?

Slide Layer: E

Layer ID 	124067e3-8d35-4b74-bec1-4a5b1b582410
Preview Image	 HEAT technique PETINT001 Customer Service Another strategy for handling resistance or a difficult customer is the HEAT technique. Taking the HEAT: The four step method for handling challenging customers. IRRATIONAL (emotional) H Hear them out E Empathise A Ask questions T Take action Step 2 - EMPATHISE Use their name Put yourself in their shoes Slow the conversation by making empathy statements appropriate to the emotion: – “I appreciate that this is causing you concerns...” – “I can imagine how frustrating this must be for you...” Be mindful of tone, pace, volume RATIONAL (logical) >> Hover over each letter for more content

ID 	Type	Source Text	Translation
sP2r	Text Box 1	<u>1</u> Step 2 - <u>E</u> MPATHISE	Step 2 - <u>E</u> MPATHISE
sP2r		<u>2</u>	
sP2r		<u>3</u>	
sP2r		<u>4</u>	
sP2r		<u>5</u> Use their name	Use their name
sP2r		<u>6</u>	

ID 	Type	Source Text	Translation
sP2r		<u>7</u>	
sP2r		<u>8</u> Put yourself in their shoes	Put yourself in their shoes
sP2r		<u>9</u>	
sP2r		<u>10</u>	
sP2r		<u>11</u> Slow the conversation by making empathy statements appropriate to the emotion:	Slow the conversation by making empathy statements appropriate to the emotion:
sP2r		<u>12</u>	
sP2r		<u>13</u>	
sP2r		<u>14</u> - <i>"I appreciate that this is causing you concerns..."</i>	- <i>"I appreciate that this is causing you concerns..."</i>
sP2r		<u>15</u> - <i>"I can imagine how frustrating this must be for you..."</i>	- <i>"I can imagine how frustrating this must be for you..."</i>
sP2r		<u>16</u>	
sP2r		<u>17</u>	
sP2r		<u>18</u> Be mindful of tone, pace, volume	Be mindful of tone, pace, volume

Slide Layer: A

Layer ID 	b4dbb211-2754-477d-8b68-a65c28a07f3c
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**Preview
Image**

HEAT technique PETINI001
Customer Service

Another strategy for handling resistance or a difficult customer is the HEAT technique.
Taking the HEAT: The four step method for handling challenging customers.

IRRATIONAL (emotional)

H Hear them out

E Empathise

A Ask questions

T Take action

Step 3 - ASK QUESTIONS
Establish the facts
Do not fob them off
Do not apportion blame onto others
Avoid making defensive statements that show your unwillingness to take ownership.
... "It is not my fault..."
... "We were short staffed..." "I was not here then..."

RATIONAL (logical)

>> Hover over each letter for more content

ID 	Type	Source Text	Translation
dVLP	Text Box 1	1 Step 3 - <u>A</u>SK QUESTIONS	Step 3 - <u>A</u> SK QUESTIONS
dVLP		2	
dVLP		3	
dVLP		4 Establish the facts	Establish the facts
dVLP		5	
dVLP		6	
dVLP		7 Do not fob them off	Do not fob them off
dVLP		8	
dVLP		9	
dVLP		10 Do not apportion blame onto others	Do not apportion blame onto others
dVLP		11	
dVLP		12	

ID 	Type	Source Text	Translation
dVLP		13 Avoid making defensive statements that show your unwillingness to take ownership:	Avoid making defensive statements that show your unwillingness to take ownership:
dVLP		14	
dVLP		15	
dVLP		16 - "It is not my fault..."	- "It is not my fault..."
dVLP		17 - "We were short staffed..." "I was not here then..."	- "We were short staffed..." "I was not here then..."

Slide Layer: T

Layer ID 	67dc968b-e5a2-41d6-aa4f-dfedde9e866c
Preview Image	

ID 	Type	Source Text	Translation
MM/x	Text Box 1	1 Step 4 - <u>T</u> AKE ACTION	Step 4 - <u>T</u> AKE ACTION
MM/x		2	
MM/x			

ID 	Type	Source Text	Translation
MM/x		3	Propose a plan and get an agreement
MM/x		4 Propose a plan and get an agreement	
MM/x		5	
MM/x		6	Summarise your actions and theirs
MM/x		7 Summarise your actions and theirs	
MM/x		8	
MM/x		9	Thank them for letting you know about a problem
MM/x		10 Thank them for letting you know about a problem	
MM/x		11	
MM/x		12	Keep them informed of progress
MM/x		13 Keep them informed of progress	

1.18 Debriefing strategies

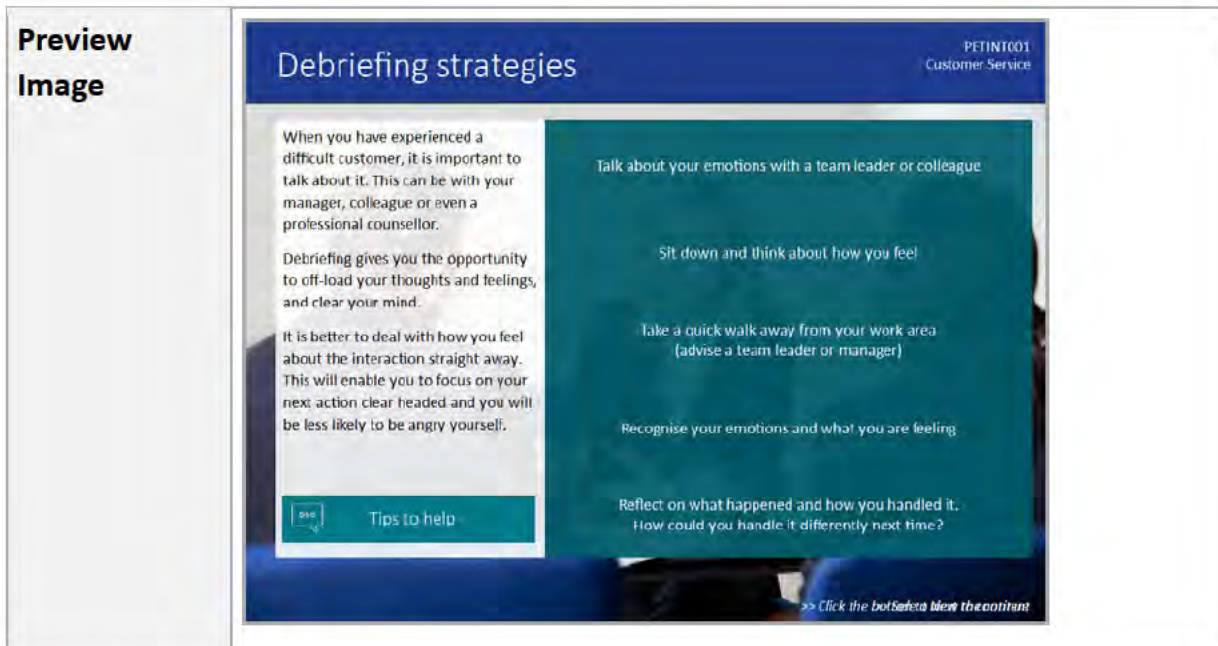
Slide ID 	4aff0580-a09f-4492-84bf-64163853eee7
Preview Image	 Debriefing strategies PETINT001 Customer Service When you have experienced a difficult customer, it is important to talk about it. This can be with your manager, colleague or even a professional counsellor. Debriefing gives you the opportunity to off-load your thoughts and feelings, and clear your mind. It is better to deal with how you feel about the interaction straight away. This will enable you to focus on your next action clear headed and you will be less likely to be angry yourself. Tips to help >> Click the button to view the content

ID 	Type	Source Text	Translation
f4Ye	Slide name	Debriefing strategies	Debriefing strategies
zGqN	Text Box	Debriefing strategies	Debriefing strategies
pucm	Alt text for Picture 1	dismissal_87675847.jpg	dismissal_87675847.jpg
z7HD	Text Box 1	1 When you have experienced a difficult customer, it is important to talk about it. This can be with your manager, colleague or even a professional counsellor. 2 Debriefing gives you the opportunity to off-load your thoughts and feelings, and clear your mind. 3 It is better to deal with how you feel about the interaction straight away. This will enable you to focus on your next action	When you have experienced a difficult customer, it is important to talk about it. This can be with your manager, colleague or even a professional counsellor.
z7HD			Debriefing gives you the opportunity to off-load your thoughts and feelings, and clear your mind.
z7HD			It is better to deal with how you feel about the interaction straight away. This will enable you to focus on your next action clear headed and you will be less likely to be angry yourself.
z7HD			
z7HD			
z7HD			
z7HD			

ID 	Type	Source Text	Translation
z7HD		clear headed and you will be less likely to be angry yourself.    	
94hn	Text Box 1 - Normal state	Tips to help	Tips to help
ag+r	Text Box 1 - Hover state	Tips to help	Tips to help
ofTH	Text Box 1 - Down state	Tips to help	Tips to help
F7le	Text Box 1 - Visited state	Tips to help	Tips to help
XsPa	Text Box 1 - Disabled state	Tips to help	Tips to help
MoN2	Text Box 1 - Selected state	Tips to help	Tips to help
RICm	Text Box 2	>> <i>Click the button to view the content</i>	>> <i>Click the button to view the content</i>

Slide Layer: Layer 1

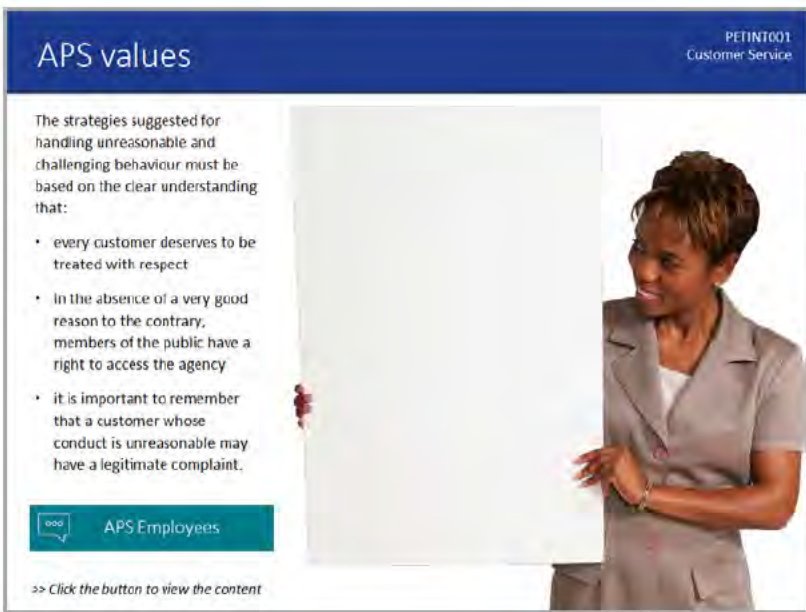
Layer ID 	5ed7f96b-b344-44a5-bb59-082b5327aadf
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ID	Type	Source Text	Translation
SJDq	Rectangle 1	Talk about your emotions with a team leader or colleague	Talk about your emotions with a team leader or colleague
7G3Z	Rectangle 2	Sit down and think about how you feel	Sit down and think about how you feel
miAe	Rectangle 3	1 Take a quick walk away from your work area	Take a quick walk away from your work area
miAe		2 (advise a team leader or manager)	(advise a team leader or manager)
1QjF	Rectangle 4	Recognise your emotions and what you are feeling	Recognise your emotions and what you are feeling
qlqH	Rectangle 5	1 Reflect on what happened and how you handled it.	Reflect on what happened and how you handled it.
qlqH		2 How could you handle it differently next time?	How could you handle it differently next time?

ID 	Type	Source Text	Translation
2inJ	Text Box 1	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

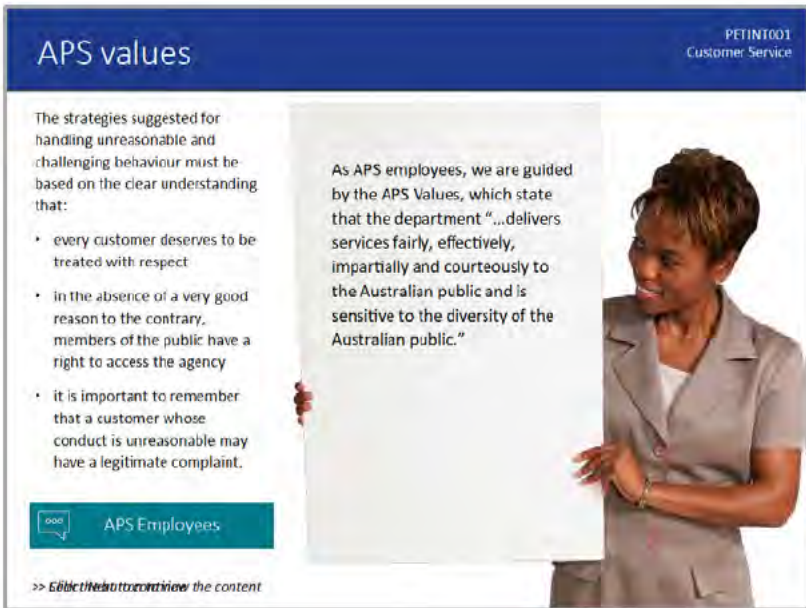
1.19 APS values

Slide ID 	b821a1a2-0804-4dc4-9a0f-78f49afd52ad
Preview Image	

ID 	Type	Source Text	Translation
ZfKS	Slide name	APS values	APS values
FBwg	Text Box	APS values	APS values
2mTA	Alt text for Character 1	Rhonda	Rhonda
yq/D	Text Box 2	1 The strategies suggested for handling unreasonable and challenging behaviour must be based on the clear understanding that:	The strategies suggested for handling unreasonable and challenging behaviour must be based on the clear understanding that:
yq/D			every customer deserves to be treated with respect

ID 	Type	Source Text	Translation
yq/D		•  every customer deserves to be treated with respect	in the absence of a very good reason to the contrary, members of the public have a right to access the agency
yq/D		•  in the absence of a very good reason to the contrary, members of the public have a right to access the agency •  it is important to remember that a customer whose conduct is unreasonable may have a legitimate complaint.	it is important to remember that a customer whose conduct is unreasonable may have a legitimate complaint.
iDKx	Text Box 1 - Normal state	APS Employees	APS Employees
NrbJ	Text Box 1 - Hover state	APS Employees	APS Employees
wbEu	Text Box 1 - Down state	APS Employees	APS Employees
TVPD	Text Box 1 - Visited state	APS Employees	APS Employees
3yU4	Text Box 1 - Disabled state	APS Employees	APS Employees
Jjqn	Text Box 1 - Selected state	APS Employees	APS Employees
AORk	Text Box 3	>> Click the button to view the content	>> Click the button to view the content

Slide Layer: Layer 1

Layer ID 	70f5aa57-73f6-487a-9fa4-4f6be631432b
Preview Image	 The slide titled "APS values" (PETINT001 Customer Service) contains the following text: The strategies suggested for handling unreasonable and challenging behaviour must be based on the clear understanding that: • every customer deserves to be treated with respect • in the absence of a very good reason to the contrary, members of the public have a right to access the agency • it is important to remember that a customer whose conduct is unreasonable may have a legitimate complaint. As APS employees, we are guided by the APS Values, which state that the department "...delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public." APS Employees >> Select Next to continue the content

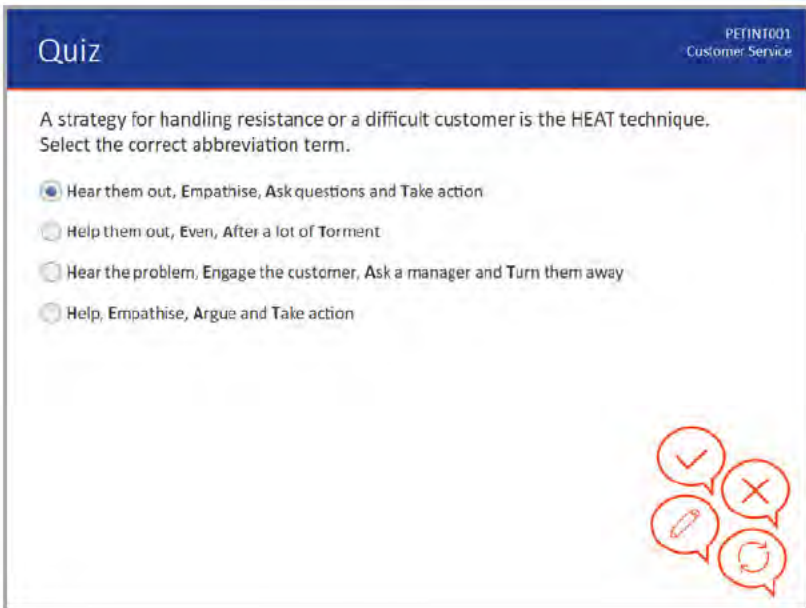
ID 	Type	Source Text	Translation
einH	Text Box 1	As APS employees, we are guided by the APS Values, which state that the department "...delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public."	As APS employees, we are guided by the APS Values, which state that the department "...delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public."
1cbW	Text Box 2	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.20 Quiz

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Q3.11 A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.

Slide ID 	a45336ea-ab6e-41f0-9f0d-2cdc9ec31815
Preview Image	 The preview image shows a quiz slide with a blue header. The header contains the word 'Quiz' on the left and 'PETINT001 Customer Service' on the right. The main content area has a question: 'A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.' Below the question are four radio button options: ☒ Hear them out, Empathise, Ask questions and Take action ☐ Help them out, Even, After a lot of Torment ☐ Hear the problem, Engage the customer, Ask a manager and Turn them away ☐ Help, Empathise, Argue and Take action In the bottom right corner of the slide, there are four red circular icons: a checkmark, an 'X', a pencil, and a circular arrow.

ID 	Type	Source Text	Translation
ZJaO	Slide name	A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.	A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.

ID 	Type	Source Text	Translation
q58q	Text Box	A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.	A strategy for handling resistance or a difficult customer is the HEAT technique. Select the correct abbreviation term.
6JXO	Radio Button 1 - Normal state	1 Hear them out, E	Hear them out, E
6JXO		2 mpathise	mpathise
6JXO		3, A	, A
6JXO		4 sk questions	sk questions
6JXO		5 and T	and T
6JXO		6 ake action	ake action
SZSO	Radio Button 2 - Normal state	1 H	H
SZSO		2 elp them out	elp them out
SZSO		3, E	, E
SZSO		4 ven	ven
SZSO		5, A	, A
SZSO		6 fter	fter
SZSO		7 a lot of T	a lot of T
SZSO		8 orment	orment
oj/H	Radio Button 3 - Normal state	1 H	H
oj/H			ear the problem

ID 	Type	Source Text	Translation
oj/H		2ear the problem	, E
oj/H		3, E	ngage the customer
oj/H		4ngage the customer	,
oj/H		5,	Ask a manager
oj/H		6Ask a manager	and T
oj/H		7and T	urn them away
		8urn them away	
f28z	Radio Button 4 - Normal state	1H	H
f28z		2elp	elp
f28z		3, E	, E
f28z		4mpathise	mpathise
f28z		5, A	, A
f28z		6rgue	rgue
f28z		7 and T	and T
f28z		8ake action	ake action

Slide Layer: Correct

Layer ID 	1adc7686-81d7-4584-9a8f-b1bb4ce0c77a
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s 47E(d)

s 22(1)(a)(ii)

Articulate Storyline Translation

Project Information	
Source Filename	PETINT009 Difficult Interviews 2.01.2020.story
Author	tymne
Exported	9/26/2023 7:56 AM
Export Version 	v3.80.30988.0-MultiTable
Scenes	7
Slides	56
Slide Layers	92
Slide Masters and Layouts	6
Strings	643
Words	6865
Characters	36827

1 Difficult Interviews PETINT009

Scene ID 	d9ed6de2-e410-4860-94ef-8dac9dbeeb4c
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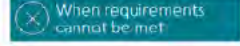
ID 	Type	Source Text	Translation
Ntg	Scene name	Difficult Interviews PETINT009	Difficult Interviews PETINT009

1.1 Title

Slide ID 	43e94c39-fda6-4b0f-9d0b-7b08410a84bf
Preview Image	

ID 	Type	Source Text	Translation
r6A	Slide name	Title	Title
cfg	Text Box	PETINT009	PETINT009
Y7M	Text Box	Difficult Interviews	Difficult Interviews

1.2 Instructions

Slide ID 	afff394c-bcd0-4cc4-9e90-4d4be9c4626e
Preview Image	Instructions PETINT009 Difficult Interviews The following provides you with some guidance on how to complete this PET module. Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:     Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen. Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents. Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved. Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback. On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below: >> <i>Click the buttons to view the objectives</i> Additional Information Icons Select the icon to see additional information, tips and hints.   

ID 	Type	Source Text	Translation
L5A	Slide name	Instructions	Instructions
s7w	Text Box	Instructions	Instructions
wQg	Text Box	The following provides you with some guidance on how to complete this PET module.	The following provides you with some guidance on how to complete this PET module.
skk	Text Box 2	Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:	Buttons Buttons perform an action on screen. Click all buttons that appear on screen. Buttons may look like the following:
Emc	Text Box 1 - Normal state	When requirements cannot be met	When requirements cannot be met

ID 	Type	Source Text	Translation
Lmw	Text Box 1 - Hover state	When requirements cannot be met	When requirements cannot be met
h10	Text Box 1 - Down state	When requirements cannot be met	When requirements cannot be met
Xw4	Text Box 1 - Visited state	When requirements cannot be met	When requirements cannot be met
Z+0	Text Box 1 - Disabled state	When requirements cannot be met	When requirements cannot be met
Fw4	Text Box 1 - Selected state	When requirements cannot be met	When requirements cannot be met
dZ4	Text Box 1 - Normal state	Check your answer	Check your answer
2Wk	Text Box 1 - Hover state	Check your answer	Check your answer
qZQ	Text Box 1 - Down state	Check your answer	Check your answer
6w4	Text Box 1 - Visited state	Check your answer	Check your answer
wp4	Text Box 1 - Disabled state	Check your answer	Check your answer
WHA	Text Box 1 - Selected state	Check your answer	Check your answer
BuA	Text Box 1 - Normal state	Course Overview	Course Overview
oS8	Text Box 1 - Hover state	Course Overview	Course Overview

ID 	Type	Source Text	Translation
4ul	Text Box 1 - Down state	Course Overview	Course Overview
tj0	Text Box 1 - Visited state	Course Overview	Course Overview
8yE	Text Box 1 - Disabled state	Course Overview	Course Overview
gqY	Text Box 1 - Selected state	Course Overview	Course Overview
CaA	Text Box 3	Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen.	Navigation To navigate through the module use the Next and Prev buttons located at the bottom right of screen.
8lo	Text Box 4	Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents.	Table of Contents A table of contents is available at the top right of screen. Click the Table of Contents button to view the Table of Contents.
+d4	Text Box 5	Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved.	Exit If you wish to leave the module at any stage you can by selecting the Exit button at the top right of screen. If you are undertaking the module in PeopleSoft, your progress will be saved.

ID 	Type	Source Text	Translation
ySg	Text Box 6	Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback.	Quizzing At the end of this module is a quiz. To undertake the quiz, answer each question and then select the submit button for feedback.
dxQ	Text Box 7	On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below:	On Screen Instructions All slides that contain interactivity have an instruction at the bottom of screen. Instructions look like the example below:
SfU	Text Box 1	>> <i>Click the buttons to view the objectives</i>	>> <i>Click the buttons to view the objectives</i>
WpA	Text Box 8	Additional Information Icons Select the icon to see additional information, tips and hints.	Additional Information Icons Select the icon to see additional information, tips and hints.
lk4	Text Box	Information Icon	Information Icon
drs	Text Box	Further information.	Further information.
mjk	Text Box	Select the arrow for further information	Select the arrow for further information
KTs	Text Box	Further Information	Further Information
ifs	Text Box	Link to this document.	Link to this document.

1.3 Module Objectives

Slide ID 	dd4d9b85-7dc3-413e-a0dd-382a55176860
--	--------------------------------------

Preview Image

Module Objectives
PETINT009
Difficult Interviews

By the end of the module you should be able to:

- Identify difficult situations at interview
- Use techniques to deal effectively with difficult customers

This module will take approximately 15 minutes to complete

>> Click the buttons to view the objectives

ID	Type	Source Text	Translation
8k8	Slide name	Module Objectives	Module Objectives
zT0	Text Box	Module Objectives	Module Objectives
Fbo	Rectangle 4	1 IMPORTANT NOTICE	IMPORTANT NOTICE
Fbo			
Fbo			For your training record to be updated, at the end of this module

ID	Type	Source Text	Translation
Fb o		3 For your training record to be updated, at the end of this module 4 select the Submit Completion button and send the pre-populated email to s 22(1)(a)(ii) @dfa t.gov.au	select the Submit Completion button and send the pre-populated email to s 22(1)(a)(ii) @dfa t.gov.au
bA l	Rectan gle 5	X	X
P3 0	Text Box	By the end of the module you should be able to:	By the end of the module you should be able to:
/Fs	obj3 1	Identify difficult situations at interview	Identify difficult situations at interview
SB 4	obj3 2	Use techniques to deal effectively with difficult customers	Use techniques to deal effectively with difficult customers

ID	Type	Source Text	Translation
be U	Pop-up 1	This module will take approximately 15 minutes to complete	This module will take approximately 15 minutes to complete
Xp E	Text Box 1	>> Click the buttons to view the objectives	>> Click the buttons to view the objectives
E5 A	Text Box	Further Information	Further Information
4g Q	Text Box	Please see the Customer Service PET module for further tips on customer service and the APO Client Service Charter.	Please see the Customer Service PET module for further tips on customer service and the APO Client Service Charter.

1.4 Module overview

Slide ID	3bf15b68-6999-4cd4-a84e-017ac582ee98
Preview Image	

ID	Type	Source Text	Translation
YIU	Slide name	Module overview	Module overview

ID 	Type	Source Text	Translation
8yM	Text Box	Module overview	Module overview
Qck	Text Box 1 - Normal state	Course Overview	Course Overview
KaY	Text Box 1 - Hover state	Course Overview	Course Overview
Kyc	Text Box 1 - Down state	Course Overview	Course Overview
NwU	Text Box 1 - Visited state	Course Overview	Course Overview
//0	Text Box 1 - Disabled state	Course Overview	Course Overview
QOU	Text Box 1 - Selected state	Course Overview	Course Overview
MsM	Rectangle 2 - Normal state	This module provides effective strategies for dealing with difficult interview situations.	This module provides effective strategies for dealing with difficult interview situations.
mzk	Text Box 2	>> <i>Select the Course Overview button</i>	>> <i>Select the Course Overview button</i>
alk	Text Box 3	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.5 Introduction

Slide ID 	f2b5857a-3887-4bce-b164-f01cc8db5da4
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**Preview
Image**

PETINT009
Difficult Interviews

Introduction

Most interviews with customers are straightforward and pleasant. Some interviews, however, may become awkward or difficult.

Each difficult interview will require a different approach, because each customer and each situation is different and each staff member is different as well.

There are no 'one size fits all' solutions. But there are principles and strategies, which can be applied in all difficult interview situations.

If you do encounter a difficult interview it is important to always remain calm.

>> Select Next to continue



ID 	Type	Source Text	Translation
+IQ	Slide name	Introduction	Introduction
gb4	Text Box	Introduction	Introduction
eT4	Text Box 3	1 Most interviews with customers are straightforward and pleasant. Some interviews, however, may become awkward	Most interviews with customers are straightforward and pleasant. Some interviews, however, may become awkward
eT4		2 or difficult.	or difficult.
eT4		3	
eT4		4 Each difficult interview will require a different approach, because each customer and each situation is different and each staff	Each difficult interview will require a different approach, because each customer and each situation is different and each staff member is different as well.
eT4			
eT4			There are no 'one size fits all' solutions.

ID 	Type	Source Text	Translation
eT4		member is different as well.	But there are principles and strategies, which
eT4			can be applied in all difficult interview situations.
eT4		 There are no 'one size fits all' solutions.	
eT4		 But there are principles and strategies, which	If you do encounter a difficult interview it is
eT4		 can be applied in all difficult interview situations.	important to always remain calm.
eT4		  If you do encounter a difficult interview it is  important to always remain calm. 	
hBw	Text Box 4	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>
INU	Text Box 2	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.6 Difficult customers

Slide ID 	93628100-d16a-4c55-a4d3-9d99f2fb1df0
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Preview Image

Difficult customers
PETINT009
Difficult Interviews

Most difficult people are like everybody else, they want to feel understood, welcome, comfortable and important and they want good service. 'Difficult' people are expressing a need, although they are choosing an impolite and ineffective way of communicating that need. Try not to take their frustration at you or the situation personally.

Difficult customers may display behaviour that is:

➔

obnoxious

demanding

distressed

confused

aggressive



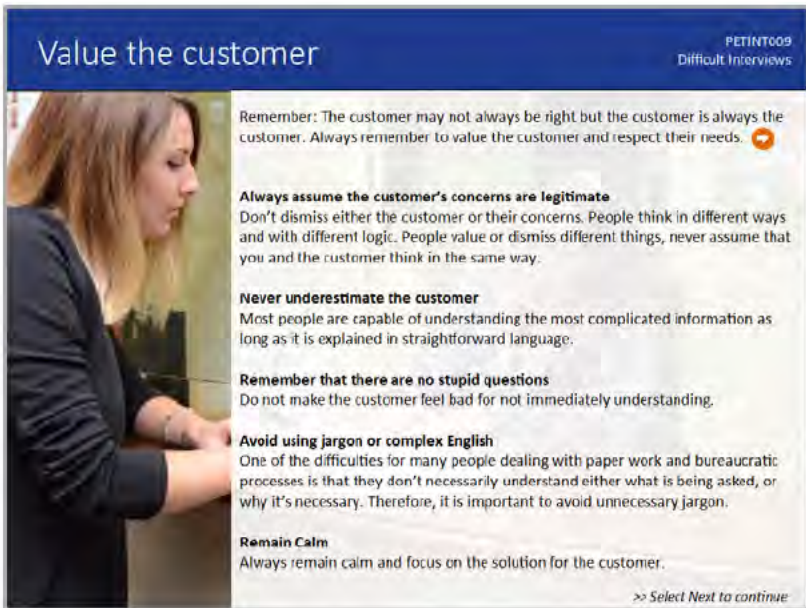
Select Next to continue

ID 	Type	Source Text	Translation
+Do	Slide name	Difficult customers	Difficult customers
exk	Text Box	Difficult customers	Difficult customers
JGI	Text Box 2	1	
JGI		2 obnoxious	obnoxious
JGI		3	
JGI		4	
JGI		5	
JGI		6	
JGI		7 demanding	demanding
JGI		8	
JGI		9	
JGI			distressed

ID 	Type	Source Text	Translation
JGI		10 distressed	
JGI		11	
JGI		12	confused
JGI		13 confused	
JGI		14	
JGI		15	aggressive
JGI		16	
JGI		17 aggressive	
JGI		18	
OLw	Text Box 1	1 Most difficult people are like everybody else, they want to feel understood, welcome, comfortable and important and they want good service. 'Difficult' people are expressing a need, although they are choosing an impolite and ineffective way of communicating that need.	Most difficult people are like everybody else, they want to feel understood, welcome, comfortable and important and they want good service. 'Difficult' people are expressing a need, although they are choosing an impolite and ineffective way of communicating that need.
OLw			Try not to take their frustration at you or the situation personally.
OLw			
OLw		2 Try not to take their	Difficult customers may display behaviour that is:

ID 	Type	Source Text	Translation
OLw		frustration at you or the situation personally.   Difficult customers may display behaviour that is: 	
nlk	Text Box	Select the arrow for difficult customer behaviour	Select the arrow for difficult customer behaviour
888	Text Box 3	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.7 Value the customer

Slide ID 	1683ace3-8f5d-43a9-9f2d-5b685f991a7f
Preview Image	 Value the customer PETINT009 Difficult Interviews Remember: The customer may not always be right but the customer is always the customer. Always remember to value the customer and respect their needs.  Always assume the customer's concerns are legitimate Don't dismiss either the customer or their concerns. People think in different ways and with different logic. People value or dismiss different things, never assume that you and the customer think in the same way. Never underestimate the customer Most people are capable of understanding the most complicated information as long as it is explained in straightforward language. Remember that there are no stupid questions Do not make the customer feel bad for not immediately understanding. Avoid using jargon or complex English One of the difficulties for many people dealing with paper work and bureaucratic processes is that they don't necessarily understand either what is being asked, or why it's necessary. Therefore, it is important to avoid unnecessary jargon. Remain Calm Always remain calm and focus on the solution for the customer. >> <i>Select Next to continue</i>

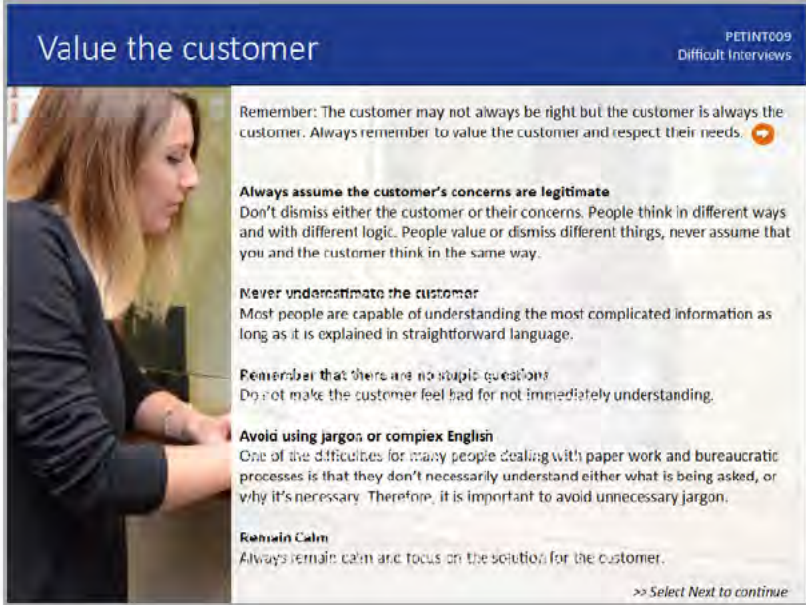
ID 	Type	Source Text	Translation
WSM	Slide name	Value the customer	Value the customer

ID 	Type	Source Text	Translation
ATg	Text Box	Value the customer	Value the customer
FKQ	Text Box 3	1	
FKQ		2	
FKQ		3 Remember: The customer may not always be right but the customer is always the customer. Always remember to value the customer and respect their needs.	Remember: The customer may not always be right but the customer is always the customer. Always remember to value the customer and respect their needs.
FKQ		4	
YVI	Text Box	Select the arrow for examples	Select the arrow for examples
M6k	Text Box 4	1	
M6k		2 Always assume the customer's concerns are legitimate	Always assume the customer's concerns are legitimate
M6k		3 Don't dismiss either the customer or their concerns. People think in different ways and with different logic. People value or dismiss different things, never assume that you and the customer think in the same way.	Don't dismiss either the customer or their concerns. People think in different ways and with different logic. People value or dismiss different things, never assume that you and the customer think in the same way.
M6k			
M6k			Never underestimate the customer

ID 	Type	Source Text	Translation
M6k		same way.	Most people are capable of understanding the most complicated information as long as it is explained in straightforward language.
M6k		4	
M6k		5 Never underestimate the customer	
M6k		6 Most people are capable of understanding the most complicated information as long as it is explained in straightforward language.	Remember that there are no stupid questions
M6k			Do not make the customer feel bad for not immediately understanding.
M6k		7	
M6k		8 Remember that there are no stupid questions	Avoid using jargon or complex English
M6k		9 Do not make the customer feel bad for not immediately understanding.	One of the difficulties for many people dealing with paper work and bureaucratic processes is that they don't necessarily understand either what is being asked, or why it's necessary. Therefore, it is important to avoid unnecessary jargon.
M6k		10	
M6k		11 Avoid using jargon or complex English	
M6k		12 One of the difficulties for many people dealing with paper work and bureaucratic processes is that they don't necessarily understand either what is being asked, or why it's necessary. Therefore, it is important to avoid	Remain Calm
M6k			Always remain calm and focus on the solution for the customer.
M6k			
M6k			
M6k			

ID 	Type	Source Text	Translation
M6k		unnecessary jargon. 13 14 Remain Calm 15 Always remain calm and focus on the solution for the customer. 16 17 18 19 20	
vMI	Text Box 5	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

Slide Layer: Untitled Layer 1

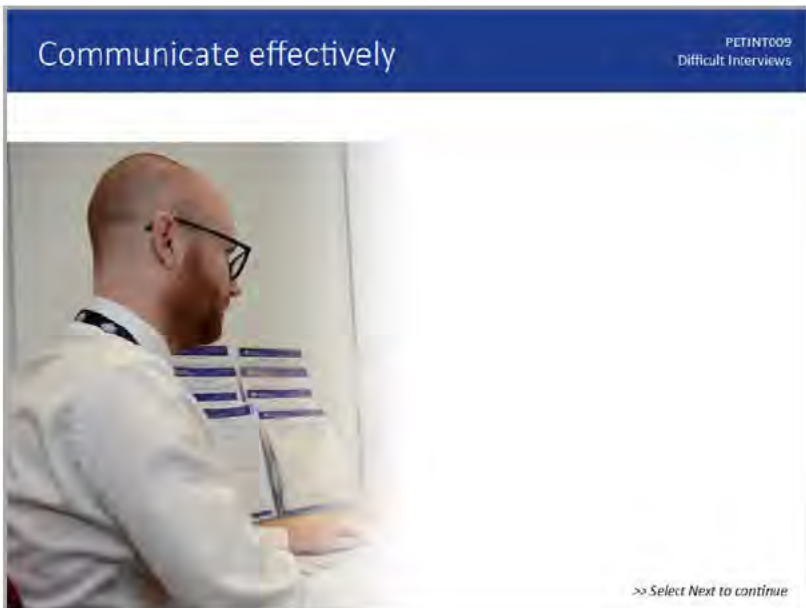
Layer ID 	41f57542-4a9e-4daa-bf68-20ac975c9055
Preview Image	

ID 	Type	Source Text	Translation
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ID 	Type	Source Text	Translation
gWg	Text Box 1	1	
gWg		2 Always assume the customer's concerns are legitimate	Always assume the customer's concerns are legitimate
gWg		3 Don't dismiss either the customer or their concerns. People think in different ways and with different logic - and people value or dismiss different things. You can never assume that you and the customer think in the same ways.	Don't dismiss either the customer or their concerns. People think in different ways and with different logic - and people value or dismiss different things. You can never assume that you and the customer think in the same ways.
gWg			
gWg			Never underestimate the customer
gWg			Most people are capable of understanding the most complicated information as long as it is explained in straightforward language.
gWg			
gWg		4	Remember that there are no stupid questions!
gWg		5 Never underestimate the customer	Do not make the customer feel bad for not immediately understanding.
gWg		6 Most people are capable of understanding the	
gWg			Avoid using jargon or complex English

ID 	Type	Source Text	Translation
gWg		most complicated information as long as it is explained in straightforward language.   Remember that there are no stupid questions!  Do not make the customer feel bad for not immediately understanding.    Avoid using jargon or complex English  One of the difficulties for many people dealing with paper work and bureaucratic processes is that they don't necessarily understand either what is being asked, or why it's necessary. Therefore, it is important to avoid unnecessary jargon.	One of the difficulties for many people dealing with paper work and bureaucratic processes is that they don't necessarily understand either what is being asked, or why it's necessary. Therefore, it is important to avoid unnecessary jargon.

1.8 Communicate effectively

Slide ID 	b8299881-5632-43c5-865f-2580a5c121f8
Preview Image	

ID 	Type	Source Text	Translation
69Y	Slide name	Communicate effectively	Communicate effectively
aeo	Text Box	Communicate effectively	Communicate effectively
IUM	Text Box 1	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

Slide Layer: Base Layer

Layer ID 	4c0c3ac9-021b-45af-96c4-aa8d5ab28a94
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Preview Image

Communicate effectively
PETINT009
Difficult Interviews

Gaining cooperation

 Culture differences

>> Select each button above to view the content and continue



Never be patronising! Respect the customer, and do not underestimate their abilities.

Be patient. Take a step-by-step approach. (Be mindful that for some customers a step-by-step approach may make the customer feel as if they are being treated as a stubborn child.)

Avoid humour. A friendly and helpful attitude is all that is required. Remember that a customer who is feeling hurt, vulnerable or angry may have temporarily misplaced their sense of humour, especially in relation to the topic at hand.

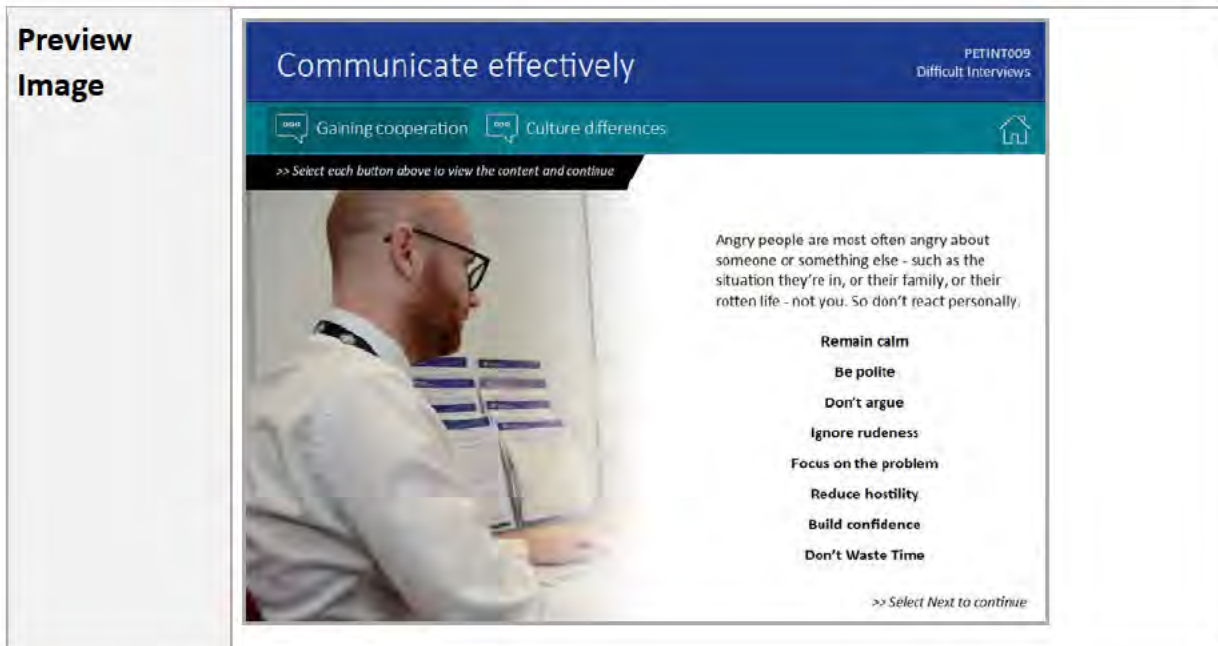
>> Select Next to continue

ID	Type	Source Text	Translation
7c0	Alt text for Rectangle 1	Rectangle 1	Rectangle 1
Duw	Text Box 1 - Normal state	Gaining cooperation	Gaining cooperation
oxE	Text Box 1 - Hover state	Gaining cooperation	Gaining cooperation
pCk	Text Box 1 - Normal state	Culture differences	Culture differences
ViU	Text Box 1 - Hover state	Culture differences	Culture differences
J+k	Text Box 1	>> Select each button above to view the content and continue	>> Select each button above to view the content and continue
ohl	Text Box 2	Never be patronising! Respect the customer, and do not underestimate their abilities.	Never be patronising! Respect the customer, and do not underestimate their abilities.
ohl			

ID 	Type	Source Text	Translation
ohl		2 3 Be patient. Take a step-by-step approach.(Be mindful that for some customers a step-by-step approach may make the customer feel as if they are being treated as a stubborn child.)	Be patient. Take a step-by-step approach.(Be mindful that for some customers a step-by-step approach may make the customer feel as if they are being treated as a stubborn child.)
ohl			
ohl		4 5 Avoid humour. A friendly and helpful attitude is all that is required. Remember that a customer who is feeling hurt, vulnerable or angry may have temporarily misplaced their sense of humour, especially in relation to the topic at hand.	Avoid humour. A friendly and helpful attitude is all that is required. Remember that a customer who is feeling hurt, vulnerable or angry may have temporarily misplaced their sense of humour, especially in relation to the topic at hand.

Slide Layer: Layer 1

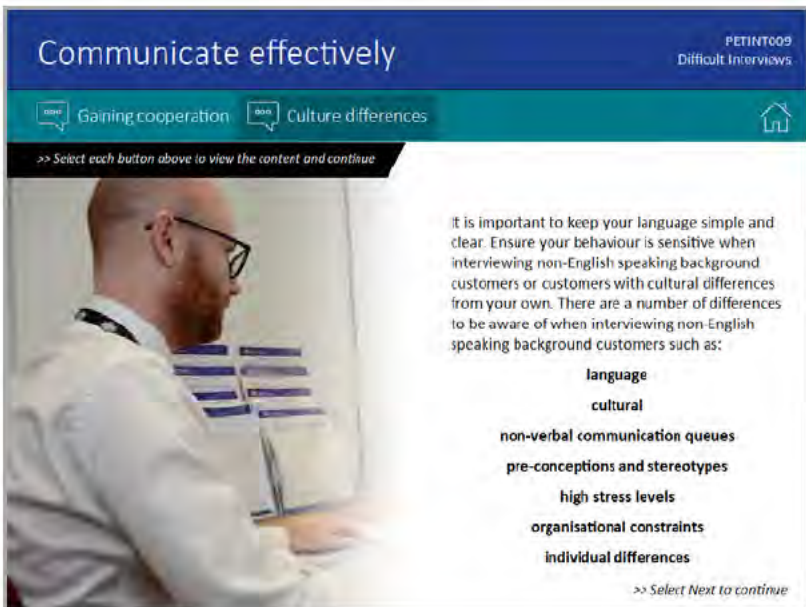
Layer ID 	f74a2327-199f-4fd4-b4a8-2ba45c8fe487
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ID	Type	Source Text	Translation
SfQ	Alt text for Rectangle 1	Rectangle 1	Rectangle 1
vEO	Text Box 1 - Normal state	Gaining cooperation	Gaining cooperation
Qlw	Text Box 1 - Normal state	Culture differences	Culture differences
NE4	Text Box 1 - Hover state	Culture differences	Culture differences
lgs	Text Box 2	>> Select each button above to view the content and continue	>> Select each button above to view the content and continue
bB4	Text Box 3	Angry people are most often angry about someone or something else - such as the situation they're in, or their family, or their rotten life - not you. So don't react personally.	Angry people are most often angry about someone or something else - such as the situation they're in, or their family, or their rotten life - not you. So don't react personally.
bB4			
bB4			Remain calm
bB4			

ID 	Type	Source Text	Translation
bB4		2	
bB4		3 Remain calm	Be polite
bB4		4	
bB4		5	
bB4		6 Be polite	Don't argue
bB4		7	
bB4		8	
bB4		9 Don't argue	Ignore rudeness
bB4		10	
bB4		11	
bB4		12 Ignore rudeness	Focus on the problem
bB4		13	
bB4		14	
bB4		15 Focus on the problem	Reduce hostility
bB4		16	
bB4		17	
bB4		18 Reduce hostility	Build confidence
bB4		19	
bB4		20	
bB4		21 Build confidence	Don't Waste Time
bB4		22	
bB4		23	
		24 Don't Waste Time	
		• 25	

Slide Layer: Layer 2

Layer ID 	7c66ba73-aa4a-4efa-a368-c7912b79096d
Preview Image	 Communicate effectively PETINT009 Difficult Interviews Gaining cooperation Culture differences >> Select each button above to view the content and continue it is important to keep your language simple and clear. Ensure your behaviour is sensitive when interviewing non-English speaking background customers or customers with cultural differences from your own. There are a number of differences to be aware of when interviewing non-English speaking background customers such as: - language - cultural - non-verbal communication queues - pre-conceptions and stereotypes - high stress levels - organisational constraints - individual differences >> Select Next to continue

ID 	Type	Source Text	Translation
4Lk	Alt text for Rectangle 1	Rectangle 1	Rectangle 1
i4A	Text Box 1 - Normal state	Gaining cooperation	Gaining cooperation
8iY	Text Box 1 - Hover state	Gaining cooperation	Gaining cooperation
eUg	Text Box 1 - Normal state	Culture differences	Culture differences
vTw	Text Box 2	>> Select each button above to view the content and continue	>> Select each button above to view the content and continue

ID 	Type	Source Text	Translation
w7w	Text Box 3	1 It is important to keep your language simple and clear. Ensure your behaviour is sensitive when interviewing non-English speaking background customers or customers with cultural differences from your own. There are a number of differences to be aware of when interviewing non-English speaking background customers such as: 2 3 4 language 5 6 7 cultural 8 9 10 non-verbal communication queues 11 12 13 pre-conceptions and stereotypes	It is important to keep your language simple and clear. Ensure your behaviour is sensitive when interviewing non-English speaking background customers or customers with cultural differences from your own. There are a number of differences to be aware of when interviewing non-English speaking background customers such as:
w7w			
w7w			
w7w			language
w7w			
w7w			
w7w			cultural
w7w			
w7w			
w7w			non-verbal communication queues
w7w			
w7w			
w7w			pre-conceptions and stereotypes
w7w			
w7w			
w7w			high stress levels
w7w			

ID 	Type	Source Text	Translation
w7w		14	
w7w		15	organisational constraints
w7w		16 high stress levels	
w7w		17	
w7w		18	individual differences
		19 organisational constraints	
		20	
		21	
		22 individual differences	

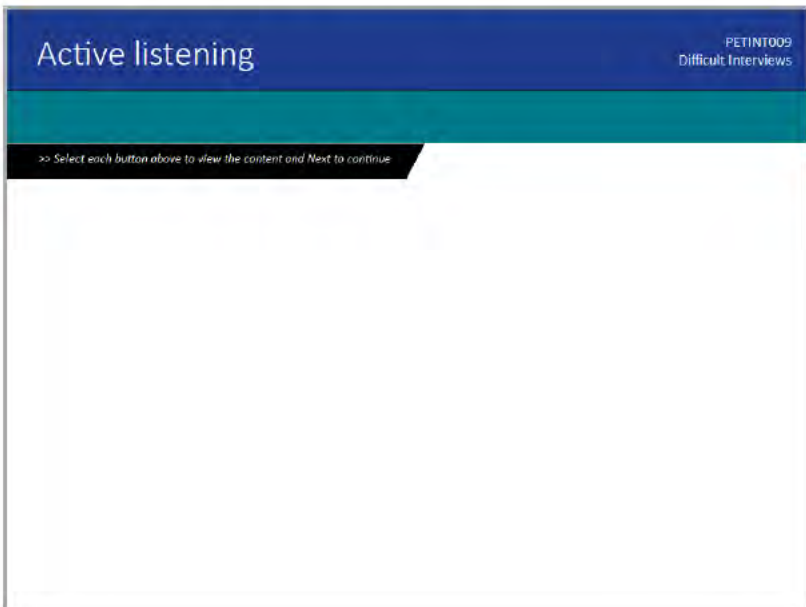
1.9 Listening

Slide ID 	f6404ee9-afe1-45b0-b8fe-c9a952c37cfa
Preview Image	

ID 	Type	Source Text	Translation
lkk	Slide name	Listening	Listening

ID 	Type	Source Text	Translation
iBw	Text Box	Listening	Listening
pVo	Alt text for Rectangle 1	Rectangle 1	Rectangle 1
uZk	Text Box 1	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.10 Active listening

Slide ID 	9d4197f9-150f-4105-a780-183bf5457c0e
Preview Image	

ID 	Type	Source Text	Translation
uxo	Slide name	Active listening	Active listening
i7Y	Text Box	Active listening	Active listening
4xE	Alt text for Rectangle 1	Rectangle 1	Rectangle 1

ID 	Type	Source Text	Translation
Jbs	Alt text for Rectangle 2	Rectangle 2	Rectangle 2
Hrg	Text Box 3	>> Select each button above to view the content and Next to continue	>> Select each button above to view the content and Next to continue

Slide Layer: Base Layer

Layer ID 	ba78236c-6036-4d2f-a0d2-ace2acc7422f
Preview Image	 The screenshot shows a presentation slide titled "Active listening" with a blue header. Below the header is a navigation bar with three buttons: "Body language", "Following skills", and "Reflecting skills". A small text box above the buttons says ">> Select each button above to view the content and Next to continue". The main content area features a photo of a man in a suit on the left and text on the right. The text discusses the importance of active listening in difficult interviews, mentioning that people in emotional states need to calm down and that listening is the best way to find out customer needs and build rapport.

ID 	Type	Source Text	Translation
Btk	Text Box 1 - Normal state	Body language	Body language
C1g	Text Box 1 - Hover state	Body language	Body language
D9E	Text Box 1 - New State state	Body language	Body language
y5E	Text Box 1 - Normal state	Following skills	Following skills
O4M	Text Box 1 - Hover state	Following skills	Following skills

ID 	Type	Source Text	Translation
/XU	Text Box 1 - New State state	Following skills	Following skills
YcE	Text Box 1 - Normal state	Reflecting skills	Reflecting skills
yLw	Text Box 1 - Hover state	Reflecting skills	Reflecting skills
0+s	Text Box 1 - New State state	Reflecting skills	Reflecting skills
9kM	Text Box 1	1 When people are frustrated, confused or angry, they are in an emotional state and they need to calm down before they will hear your explanation or be able to talk calmly. 2 3 4 To calm people down and get them in a state to hear and understand the situation, you need to use active listening. 5 6 7 Listening is the best way to find out a customers need. 8 Most importantly, it's the	When people are frustrated, confused or angry, they are in an emotional state and they need to calm down before they will hear your explanation or be able to talk calmly.
9kM			
9kM			
9kM			To calm people down and get them in a state to hear and understand the situation, you need to use active listening.
9kM			
9kM			
9kM			Listening is the best way to find out a customers need.
9kM			Most importantly, it's the best way of building rapport and defusing possible hostility or anger if there are problems.
9kM			
9kM			
9kM			

ID 	Type	Source Text	Translation
9kM		best way of building rapport and defusing possible hostility or anger if there are problems.  9  10  11  12 Active listening is a skill and there are specific actions and behaviours that you need to use to be an effective listener.	Active listening is a skill and there are specific actions and behaviours that you need to use to be an effective listener.
BLI	Alt text for Text Box 1	When people are frustrated, confused or angry, they are in an emotional state and they need to calm down before they will hear your explanation or be able to talk calmly. To calm people down and get them in a state to hear and understand the situation, you need to use active listening. Listening is the best way to find out a clients need. Most importantly, it's the best way of building rapport and defusing possible hostility or anger if there are problems. Active listening is a skill and there are specific actions and behaviours that you need to use to be an effective listener.	When people are frustrated, confused or angry, they are in an emotional state and they need to calm down before they will hear your explanation or be able to talk calmly. To calm people down and get them in a state to hear and understand the situation, you need to use active listening. Listening is the best way to find out a clients need. Most importantly, it's the best way of building rapport and defusing possible hostility or anger if there are problems. Active listening is a skill and there are specific actions and behaviours that you need to use to be an effective listener.

Slide Layer: Body Language

Layer ID 	e8b22c64-cf28-4beb-b90c-e31844baba39
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Preview Image

Active listening
PETINT009
Difficult Interviews

Body language
Following skills
Reflecting skills

>> Select each button above to view the content and Next to continue



Body Language

Body language is the communication a person makes without using words. It includes posture and gestures, body movement, facial expressions, and eye contact. Your body language may show if you are listening with your full attention. It may also show whether you understand the things that the other person is saying. The following attentive body language may help with active listening;

A slightly forward lean with relaxed arms shows that you are interested.

Do not fold your arms across your chest or look away while listening.

Look at the person while they are speaking and nod your head when acceptable in the conversation.

ID 	Type	Source Text	Translation
6fk	Text Box 1 - Normal state	Body language	Body language
fA8	Text Box 1 - Normal state	Following skills	Following skills
Gv4	Text Box 1 - Hover state	Following skills	Following skills
qwY	Text Box 1 - New State state	Following skills	Following skills
K4Y	Text Box 1 - Normal state	Reflecting skills	Reflecting skills
kY4	Text Box 1 - Hover state	Reflecting skills	Reflecting skills
Zg8	Text Box 1 - New State state	Reflecting skills	Reflecting skills
9Do	Text Box 2	Body Language	Body Language
ko4	Alt text for Text Box 2	Body Language	Body Language

ID 	Type	Source Text	Translation
EIE	Text Box 1	1 Body language is the communication a person makes without using words. It includes posture and gestures, body movement, facial expressions, and eye contact. 2 Your body language may show if you are listening with your full attention. It may also show whether you understand the things that the other person is saying. 3 The following attentive body language may help with active listening; 4 5 6 A slightly forward lean with relaxed arms shows that you are interested. 7	Body language is the communication a person makes without using words. It includes posture and gestures, body movement, facial expressions, and eye contact.
EIE			Your body language may show if you are listening with your full attention. It may also show whether you understand the things that the other person is saying.
EIE			The following attentive body language may help with active listening;
EIE			
EIE			
EIE			A slightly forward lean with relaxed arms shows that you are interested.
EIE			
EIE			
EIE			Do not fold your arms across your chest or look away while listening.
EIE			
EIE			

ID 	Type	Source Text	Translation
EIE		8 9 Do not fold your arms across your chest or look away while listening. 10 11 12 Look at the person while they are speaking and nod your head when acceptable in the conversation.	Look at the person while they are speaking and nod your head when acceptable in the conversation.
aGg	Alt text for Text Box 1	Body language is the communication a person makes without using words. It includes posture and gestures, body movement, facial expressions, and eye contact. Your body language may show if you are listening with your full attention. It may also show whether you understand the things that the other person is saying. The following attentive body language may help with active listening; A slightly forward lean with relaxed arms shows that you are interested. Do not fold your arms across your chest or look away while listening. Look at the person while they are speaking and nod your head when acceptable in the conversation.	Body language is the communication a person makes without using words. It includes posture and gestures, body movement, facial expressions, and eye contact. Your body language may show if you are listening with your full attention. It may also show whether you understand the things that the other person is saying. The following attentive body language may help with active listening; A slightly forward lean with relaxed arms shows that you are interested. Do not fold your arms across your chest or look away while listening. Look at the person while they are speaking and nod your head when acceptable in the conversation.

Slide Layer: Following Skills

Layer ID 	d33527b9-4a14-44f1-9b82-b366ab7c824f
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Preview Image



ID 	Type	Source Text	Translation
FXQ	Text Box 1 - Normal state	Body language	Body language
Yog	Text Box 1 - Hover state	Body language	Body language
5kU	Text Box 1 - New State state	Body language	Body language
YWU	Text Box 1 - Normal state	Following skills	Following skills
GaY	Text Box 1 - Normal state	Reflecting skills	Reflecting skills
pKo	Text Box 1 - Hover state	Reflecting skills	Reflecting skills
n58	Text Box 1 - New State state	Reflecting skills	Reflecting skills
NpY	Text Box 2	Following Skills	Following Skills
ICU	Alt text for Text Box 2	Body Language	Body Language

ID 	Type	Source Text	Translation
XC8	Text Box 1	1 Following skills are things that show that you are paying attention and listening closely to the other person. They are also things you may do to encourage the other person to speak. These things let the other person talk and tell their story in their own way. Some examples to help with following skills are; 2 Ask questions once in a while when appropriate to help you better understand the customer. 3 Comments, such as "I see what you mean" or "I can really appreciate that" may help to show your interest.	Following skills are things that show that you are paying attention and listening closely to the other person. They are also things you may do to encourage the other person to speak. These things let the other person talk and tell their story in their own way. Some examples to help with following skills are;
XC8			Ask questions once in a while when appropriate to help you better understand the customer.
XC8			Comments, such as "I see what you mean" or "I can really appreciate that" may help to show your interest.

Slide Layer: Reflecting

Layer ID 	214ee631-3d9b-4f4d-979d-136fb30bda2c
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Preview Image

Active listening

PETINT009
Difficult Interviews

Body language

Following skills

Reflecting skills

>> Select each button above to view the content and Next to continue



Reflecting Skills

Reflecting skills can include retelling the content and feeling of what the other person has just told you. This can show the person that you understand what they are saying. Paraphrase the person's message by using simple, brief words. This lets you check with the person that you understand the message. Some other examples of reflecting skills:

Clarify things that are confusing or you do not understand.

Admit that you do not have a clear understanding yet and ask the person to clear up the meaning or repeat.

Summarize the major points that the other person has told you.

Ask for feedback and confirm if you got the correct idea of what they have said.

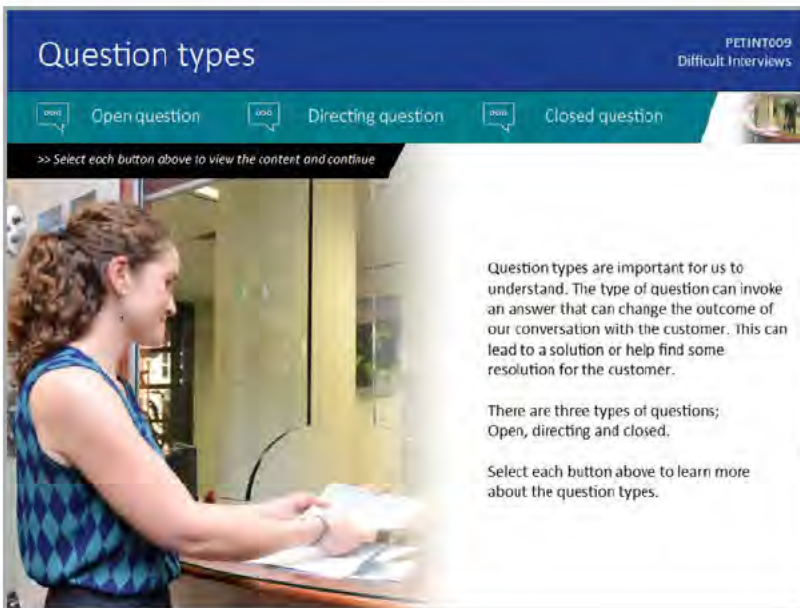
ID 	Type	Source Text	Translation
e34	Text Box 1 - Normal state	Body language	Body language
DNs	Text Box 1 - Hover state	Body language	Body language
zP8	Text Box 1 - New State state	Body language	Body language
3KM	Text Box 1 - Normal state	Following skills	Following skills
SyU	Text Box 1 - Hover state	Following skills	Following skills
NB8	Text Box 1 - New State state	Following skills	Following skills
QKM	Text Box 1 - Normal state	Reflecting skills	Reflecting skills
6Qs	Text Box 2	Reflecting Skills	Reflecting Skills
vY4	Alt text for Text Box 2	Body Language	Body Language

ID 	Type	Source Text	Translation
YHE	Text Box 1	1 Reflecting skills can include retelling the content and feeling of what the other person has just told you. This can show the person that you understand what they are saying. Paraphrase the person's message by using simple, brief words. This lets you check with the person that you understand the message. Some other examples of reflecting skills; 2 3 4 Clarify things that are confusing or you do not understand. 5 6 7 Admit that you do not have a clear understanding yet and ask the person to clear up the meaning or	Reflecting skills can include retelling the content and feeling of what the other person has just told you. This can show the person that you understand what they are saying. Paraphrase the person's message by using simple, brief words. This lets you check with the person that you understand the message. Some other examples of reflecting skills;
YHE			
YHE			
YHE			Clarify things that are confusing or you do not understand.
YHE			
YHE			
YHE			Admit that you do not have a clear understanding yet and ask the person to clear up the meaning or repeat.
YHE			
YHE			
YHE			Summarize the major points that the other person has told you.
YHE			
YHE			

ID 	Type	Source Text	Translation
YHE		repeat. 8 9 10 Summarize the major points that the other person has told you. 11 12 13 Ask for feedback and confirm if you got the correct idea of what they have said.	Ask for feedback and confirm if you got the correct idea of what they have said.
m4I	Alt text for Text Box 1	Reflecting skills can include retelling the content and feeling of what the other person has just told you. This can show the person that you understand what they are saying. Paraphrase the person's message by using simple, brief words. This lets you check with the person that you understand the message. Some other examples of reflecting skills includes; Clarify things that are confusing or you do not understand. You may say "I am not sure I understand, can you tell me more?" Admit that you do not have a clear understanding yet and ask the person to clear up the meaning or repeat. Summarize the major points that the other person has told you. Ask for feedback and confirm if you got the correct idea of what they have said.	Reflecting skills can include retelling the content and feeling of what the other person has just told you. This can show the person that you understand what they are saying. Paraphrase the person's message by using simple, brief words. This lets you check with the person that you understand the message. Some other examples of reflecting skills includes; Clarify things that are confusing or you do not understand. You may say "I am not sure I understand, can you tell me more?" Admit that you do not have a clear understanding yet and ask the person to clear up the meaning or repeat. Summarize the major points that the other person has told you. Ask for feedback and

ID 	Type	Source Text	Translation
			confirm if you got the correct idea of what they have said.

1.11 Question types

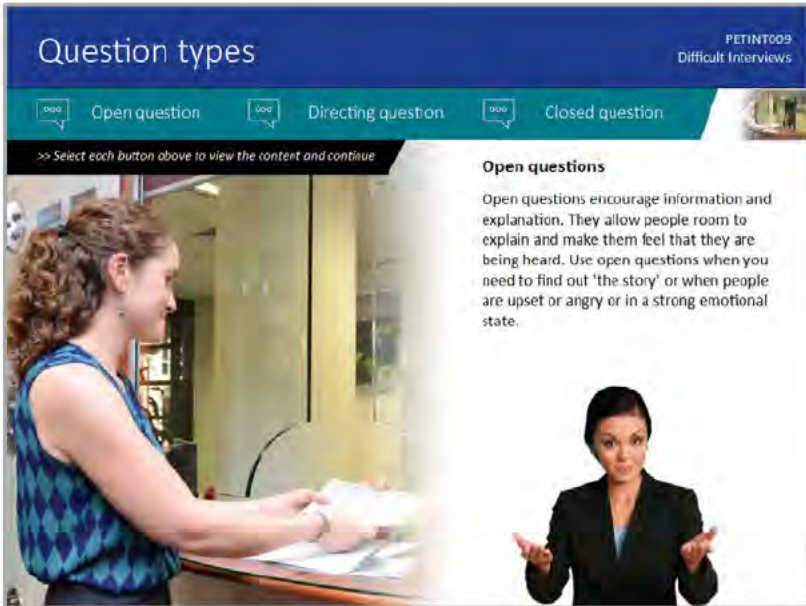
Slide ID 	14e9b58e-f317-4ce2-919f-2c6e3933a5d9
Preview Image	 The screenshot shows a presentation slide titled "Question types" with a subtitle "PETINT009 Difficult Interviews". The slide has a navigation bar with three buttons: "Open question", "Directing question", and "Closed question". Below the navigation bar, there is a text box that reads: "Question types are important for us to understand. The type of question can invoke an answer that can change the outcome of our conversation with the customer. This can lead to a solution or help find some resolution for the customer. There are three types of questions; Open, directing and closed. Select each button above to learn more about the question types." The slide also features a background image of a woman with curly hair, wearing a blue and green patterned top, sitting at a desk and looking at a computer screen.

ID 	Type	Source Text	Translation
ifc	Slide name	Question types	Question types
DpU	Text Box	Question types	Question types
HHs	Text Box 1 - Normal state	Open question	Open question
A14	Text Box 1 - Hover state	Open question	Open question
YxQ	Text Box 1 - Normal state	Directing question	Directing question

ID 	Type	Source Text	Translation
kmo	Text Box 1 - Hover state	Directing question	Directing question
zrc	Text Box 1 - Normal state	Closed question	Closed question
Urk	Text Box 1 - Hover state	Closed question	Closed question
B1l	Text Box 1	>> <i>Select each button above to view the content and continue</i>	>> <i>Select each button above to view the content and continue</i>
7Q8	Text Box	1 Question types are important for us to understand. The type of question can invoke an answer that can change the outcome of our conversation with the customer. This can lead to a solution or help find some resolution for the customer. 2 3 There are three types of questions; 4 Open, directing and closed. 5 6 Select each button above to learn more about the	Question types are important for us to understand. The type of question can invoke an answer that can change the outcome of our conversation with the customer. This can lead to a solution or help find some resolution for the customer.
7Q8			
7Q8			There are three types of questions;
7Q8			Open, directing and closed.
7Q8			
7Q8			Select each button above to learn more about the question types.
7Q8			
7Q8			
7Q8			
7Q8			

ID 	Type	Source Text	Translation
7Q8		question types.     	

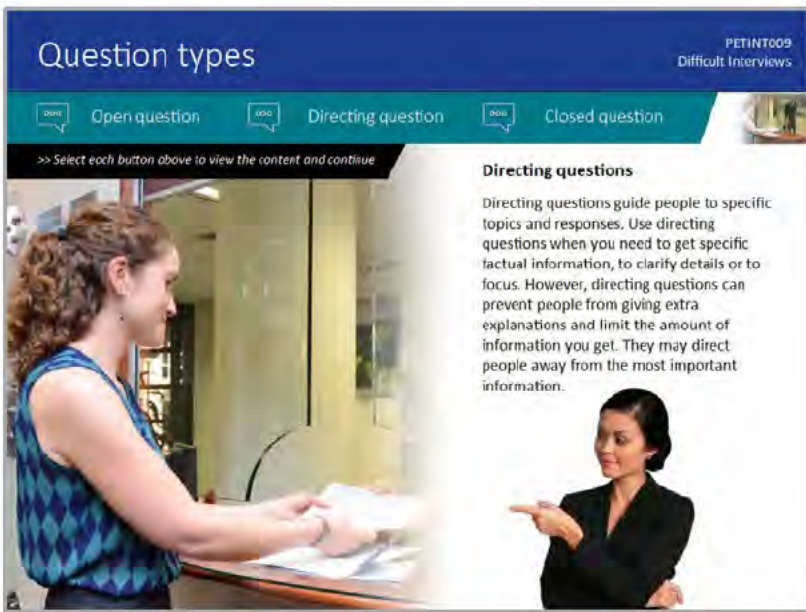
Slide Layer: Open

Layer ID 	138f828c-fdcf-4bcc-bb11-8f04cbe6e45c
Preview Image	 Question types PETINT009 Difficult Interviews  Open question  Directing question  Closed question >> Select each button above to view the content and continue Open questions Open questions encourage information and explanation. They allow people room to explain and make them feel that they are being heard. Use open questions when you need to find out 'the story' or when people are upset or angry or in a strong emotional state.

ID 	Type	Source Text	Translation
S20	Text Box 1	 Open questions	Open questions
S20			
S20			

ID 	Type	Source Text	Translation
S20		3 4 Open questions encourage information and explanation. They allow people room to explain and make them feel that they are being heard. Use open questions when you need to find out 'the story' or when people are upset or angry or in a strong emotional state.	Open questions encourage information and explanation. They allow people room to explain and make them feel that they are being heard. Use open questions when you need to find out 'the story' or when people are upset or angry or in a strong emotional state.

Slide Layer: Direct

Layer ID 	892d9748-c797-4742-9fff-e0ccc8ba2a01
Preview Image	 Question types PETINT009 Difficult Interviews Open question Directing question Closed question >> Select each button above to view the content and continue Directing questions Directing questions guide people to specific topics and responses. Use directing questions when you need to get specific factual information, to clarify details or to focus. However, directing questions can prevent people from giving extra explanations and limit the amount of information you get. They may direct people away from the most important information.

ID 	Type	Source Text	Translation
tHM	Text Box 1	1 Directing questions	Directing questions

ID 	Type	Source Text	Translation
tHM		2	
tHM		3	
tHM		4 Directing questions guide people to specific topics and responses. Use directing questions when you need to get specific factual information, to clarify details or to focus. However, directing questions can prevent people from giving extra explanations and limit the amount of information you get. They may direct people away from the most important information.	Directing questions guide people to specific topics and responses. Use directing questions when you need to get specific factual information, to clarify details or to focus. However, directing questions can prevent people from giving extra explanations and limit the amount of information you get. They may direct people away from the most important information.

Slide Layer: Closed

Layer ID 	9c4ff5c8-c07a-431f-b0aa-22efa271067d
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**Preview
Image**

Question types

PETINT009
Difficult Interviews

Open question

Directing question

Closed question

>> Select each button above to view the content and continue



Closed questions

Closed questions force people to give a direct 'Yes' or 'No' answer. Use closed questions when people are rambling or confused and you need to take control, or when you simply need a yes or no answer. However, closed questions tend to sound like interrogation and they tend to block further information. Closed questions don't give people room to explain - and sometimes they don't allow for complexity.



ID 	Type	Source Text	Translation
cAY	Text Box 1	1 Closed questions	Closed questions
cAY		2	
cAY			

ID 	Type	Source Text	Translation
cAY		3 4 Closed questions force people to give a direct 'Yes' or 'No' answer. Use closed questions when people are rambling or confused and you need to take control; or when you simply need a yes or no answer. However, closed questions tend to sound like interrogation and they tend to block further information. Closed questions don't give people room to explain - and sometimes they don't allow for complexity.	Closed questions force people to give a direct 'Yes' or 'No' answer. Use closed questions when people are rambling or confused and you need to take control; or when you simply need a yes or no answer. However, closed questions tend to sound like interrogation and they tend to block further information. Closed questions don't give people room to explain - and sometimes they don't allow for complexity.

1.12 Interviewing techniques

Slide ID 	699f0fe3-fb6e-4c80-8424-ae4841059588
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Preview Image

Interviewing techniques
PETINT009
Difficult Interviews

It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach.

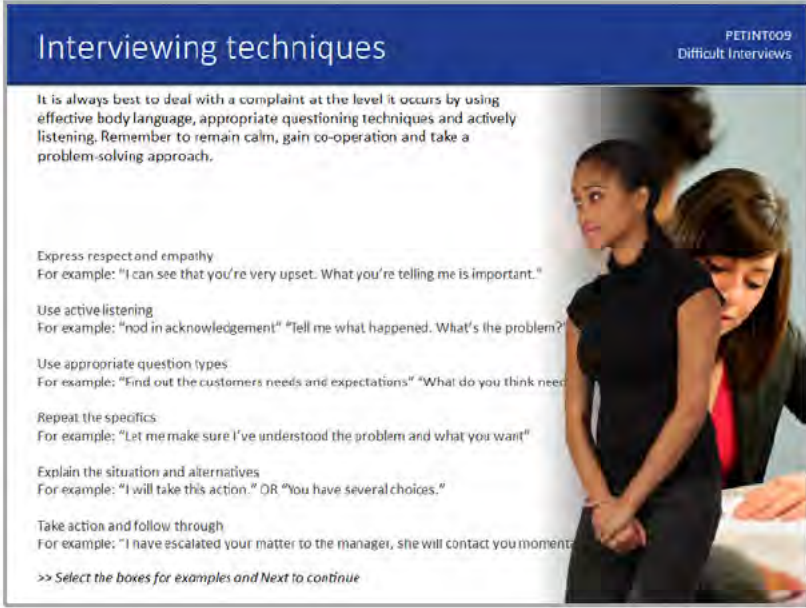


>> Select the boxes for examples and Next to continue

ID	Type	Source Text	Translation
			
eZY	Slide name	Interviewing techniques	Interviewing techniques
kfc	Text Box	Interviewing techniques	Interviewing techniques
FXI	Text Box 1	1 It is always best to deal with a complaint at the level it occurs by using	It is always best to deal with a complaint at the level it occurs by using
FXI		2 effective body language, appropriate questioning techniques and actively	effective body language, appropriate questioning techniques and actively
FXI		3 listening. Remember to remain calm, gain co-operation and take a	listening. Remember to remain calm, gain co-operation and take a
FXI		4 problem-solving approach.	problem-solving approach.

ID	Type	Source Text	Translation
			
KOY	Alt text for Text Box 1	It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to gain co-operation and take a problem-solving approach (Select below to view).	It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to gain co-operation and take a problem-solving approach (Select below to view).
7vE	Text Box 2	>> <i>Select the boxes for examples and Next to continue</i>	>> <i>Select the boxes for examples and Next to continue</i>
CCE	Alt text for Text Box 2	>> Select Next to continue	>> Select Next to continue

Slide Layer: APPs - 00 Begin

Layer ID 	557ea7bb-606d-4a24-b269-f383824226e9
Preview Image	 Interviewing techniques PETINT009 Difficult Interviews It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach. Express respect and empathy For example: "I can see that you're very upset. What you're telling me is important." Use active listening For example: "nod in acknowledgement" "Tell me what happened. What's the problem?" Use appropriate question types For example: "Find out the customers needs and expectations" "What do you think needs to be done?" Repeat the specifics For example: "Let me make sure I've understood the problem and what you want" Explain the situation and alternatives For example: "I will take this action." OR "You have several choices." Take action and follow through For example: "I have escalated your matter to the manager, she will contact you momentarily" >> <i>Select the boxes for examples and Next to continue</i>

ID 	Type	Source Text	Translation
M58	Text Box 1	 Express respect and	Express respect and empathy

ID 	Type	Source Text	Translation
M58		empathy	For example: "I can see that you're very upset. What you're telling me is important."
M58		2 For example: "I can see that you're very upset. What you're telling me is important."	
M58			Use active listening
M58		3	For example: "nod in acknowledgement" "Tell me what happened. What's the problem?"
M58		4 Use active listening	
M58		5 For example: "nod in acknowledgement" "Tell me what happened. What's the problem?"	Use appropriate question types
M58		6	For example: "Find out the customers needs and expectations" "What do you think needs to be done?"
M58		7 Use appropriate question types	
M58		8 For example: "Find out the customers needs and expectations" "What do you think needs to be done?"	Repeat the specifics
M58			For example: "Let me make sure I've understood the problem and what you want"
M58		9	Explain the situation and alternatives
M58		10 Repeat the specifics	For example: "I will take this action." OR "You have several choices."
M58		11 For example: "Let me make sure I've understood the problem and what you	
M58			Take action and follow through

ID 	Type	Source Text	Translation
M58		want”  12	For example: “I have escalated your matter to the manager, she will contact you momentarily.”
M58		 13 Explain the situation and alternatives  14 For example: “I will take this action.” OR “You have several choices.”  15  16 Take action and follow through  17 For example: “I have escalated your matter to the manager, she will contact you momentarily.”  18	

Slide Layer: Beign

Layer ID 	61cc1d0f-5a82-4e0e-bf1b-d1bf414af753
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Preview Image

Interviewing techniques

PETINT009
Difficult Interviews

It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach.

Express respect and empathy

Use active listening

Use appropriate question types

Repeat the specifics

Explain the situation and alternatives

Take action and follow through

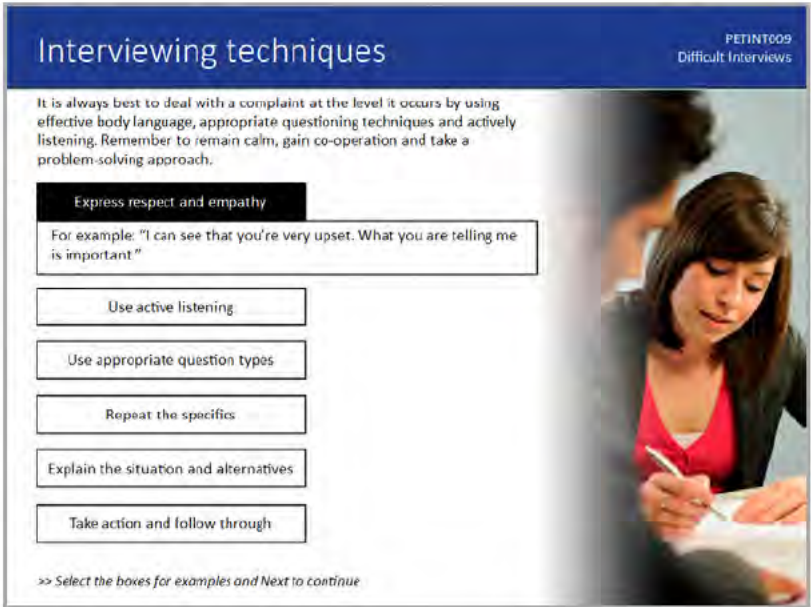
>> Select the boxes for examples and Next to continue



ID 	Type	Source Text	Translation
Mgw	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy
Oxk	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
/Uo	Rectangle 5 - Normal state	Use active listening	Use active listening
ZFc	Rectangle 5 - Hover state	Use active listening	Use active listening
El4	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
egg	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
UkA	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics
l1w	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
MiE	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives

ID 	Type	Source Text	Translation
MY8	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
j8l	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
vc8	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

Slide Layer: Express respect

Layer ID 	755b9874-2642-439b-987e-fecdffc03eea
Preview Image	 Interviewing techniques PETINT009 Difficult Interviews It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach. Express respect and empathy For example: "I can see that you're very upset. What you are telling me is important" - Use active listening - Use appropriate question types - Repeat the specifics - Explain the situation and alternatives - Take action and follow through >> Select the boxes for examples and Next to continue

ID 	Type	Source Text	Translation
bps	Rectangle 4	Express respect and empathy	Express respect and empathy
ufU	Text Box 2	1 For example: "I can see that you're very upset. What you are telling me	For example: "I can see that you're very upset. What you are telling me
ufU		2 is important."	is important."

ID 	Type	Source Text	Translation
LEE	Rectangle 5 - Normal state	Use active listening	Use active listening
ETw	Rectangle 5 - Hover state	Use active listening	Use active listening
O8o	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
SUY	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
RPY	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics
t9I	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
+6k	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives
jso	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
jkA	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
A5U	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

Slide Layer: Active listening

Layer ID 	3562261a-6eba-4be0-85ad-9acdffae46d7
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Preview Image

Interviewing techniques
PETINT009
Difficult Interviews

It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach.

Express respect and empathy

Use active listening

For example: "nod in acknowledgement" "Tell me what happened. What is the problem?"

Use appropriate question types

Repeat the specifics

Explain the situation and alternatives

Take action and follow through

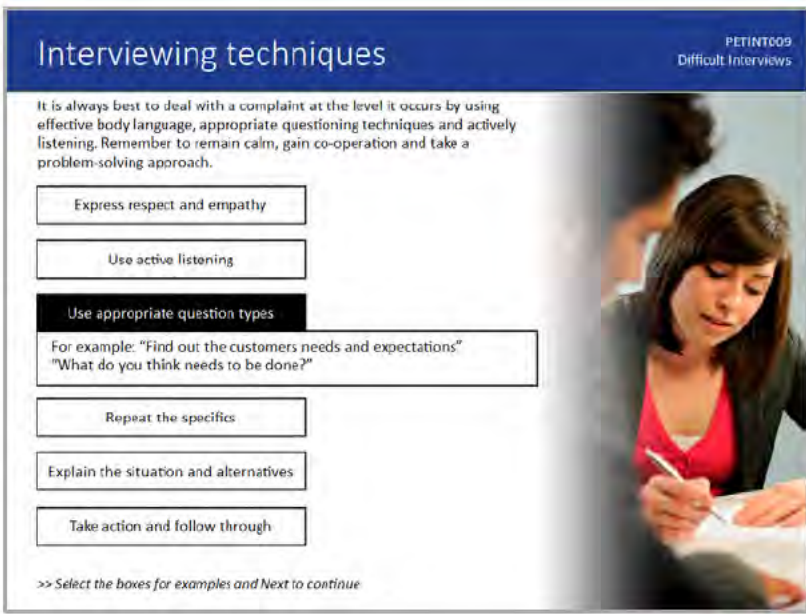
>> Select the boxes for examples and Next to continue



ID 	Type	Source Text	Translation
AyE	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy
gPQ	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
ws4	Rectangle 5 - Normal state	Use active listening	Use active listening
01w	Text Box 2	1 For example: "nod in acknowledgement" "Tell me what happened.	For example: "nod in acknowledgement" "Tell me what happened.
01w		2 What is the problem?"	What is the problem?"
bYU	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
x+Y	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
EpA	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics

ID 	Type	Source Text	Translation
gTs	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
LfU	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives
vhU	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
p2E	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
DK0	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

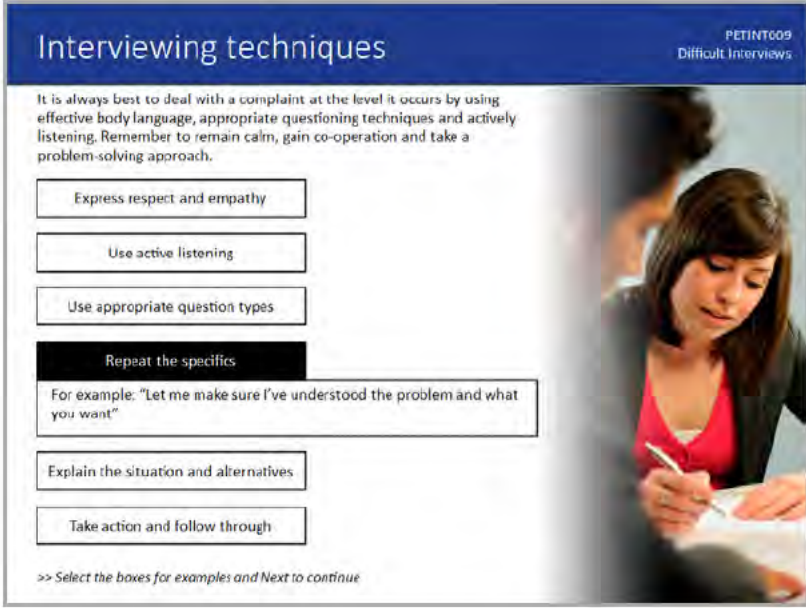
Slide Layer: Question types

Layer ID 	1d2cca13-63c5-4339-90f8-b282904c5d8c
Preview Image	 Interviewing techniques PETINT009 Difficult Interviews It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach. - Express respect and empathy - Use active listening Use appropriate question types - For example: "Find out the customers needs and expectations" "What do you think needs to be done?" - Repeat the specifics - Explain the situation and alternatives - Take action and follow through >> Select the boxes for examples and Next to continue

ID 	Type	Source Text	Translation
3Dc	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy

ID 	Type	Source Text	Translation
HCc	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
OKg	Rectangle 5 - Normal state	Use active listening	Use active listening
DM4	Rectangle 5 - Hover state	Use active listening	Use active listening
2z8	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
yq8	Alt text for Rectangle 10	Rectangle 10	Rectangle 10
VUU	Text Box 2	1 For example: "Find out the customers needs and expectations"	For example: "Find out the customers needs and expectations"
VUU		2 "What do you think needs to be done?"	"What do you think needs to be done?"
o/c	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics
Nxo	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
+gE	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives
Lhg	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
XwY	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
eLo	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

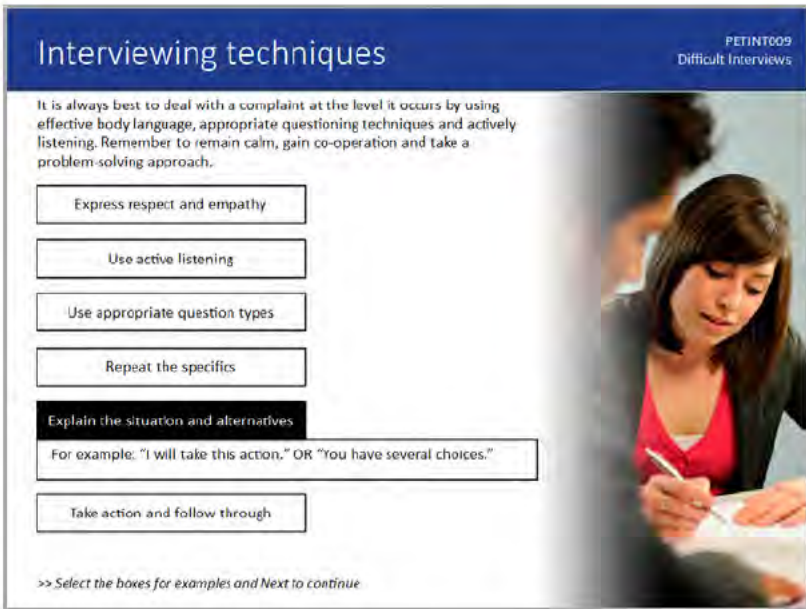
Slide Layer: Repeat specifics

Layer ID 	574fd411-fc32-4294-98d0-0f79d9495382
Preview Image	 Interviewing techniques PETINT009 Difficult Interviews It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach. - Express respect and empathy - Use active listening - Use appropriate question types Repeat the specifics For example: "Let me make sure I've understood the problem and what you want" - Explain the situation and alternatives - Take action and follow through >> Select the boxes for examples and Next to continue

ID 	Type	Source Text	Translation
vt0	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy
qxc	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
5uQ	Rectangle 5 - Normal state	Use active listening	Use active listening
8GA	Rectangle 5 - Hover state	Use active listening	Use active listening
CpU	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
4UU	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
RFE	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics

ID 	Type	Source Text	Translation
y+8	Text Box 2	For example: "Let me make sure I've understood the problem and what you want"	For example: "Let me make sure I've understood the problem and what you want"
S+I	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives
IR8	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
4y8	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
li8	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

Slide Layer: Explain

Layer ID 	7b3b46c1-f04f-4671-bb49-fb84038d8f4b
Preview Image	 Interviewing techniques PETINT009 Difficult Interviews It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach. - Express respect and empathy - Use active listening - Use appropriate question types - Repeat the specifics Explain the situation and alternatives - For example: "I will take this action," OR "You have several choices." - Take action and follow through >> Select the boxes for examples and Next to continue

ID 	Type	Source Text	Translation
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ID 	Type	Source Text	Translation
kEY	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy
XYw	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
6l8	Rectangle 5 - Normal state	Use active listening	Use active listening
hQw	Rectangle 5 - Hover state	Use active listening	Use active listening
hD0	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
NQ8	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
JXg	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics
7+0	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
EQo	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives
ylw	Text Box 2	For example: "I will take this action." OR "You have several choices."	For example: "I will take this action." OR "You have several choices."
1sU	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
WCA	Rectangle 9 - Hover state	Take action and follow through	Take action and follow through

Slide Layer: Take action

Layer ID 	3a089f66-ef33-4946-a72f-0cb765fd9794
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Preview Image

Interviewing techniques
PETINT009
Difficult Interviews

It is always best to deal with a complaint at the level it occurs by using effective body language, appropriate questioning techniques and actively listening. Remember to remain calm, gain co-operation and take a problem-solving approach.

Express respect and empathy

Use active listening

Use appropriate question types

Repeat the specifics

Explain the situation and alternatives

Take action and follow through

For example: "I have escalated your matter to the manager, she will contact you momentarily." "I have contacted policy and will call you soon with some more details."

>> Select the boxes for examples and Next to continue



ID 	Type	Source Text	Translation
XIY	Rectangle 4 - Normal state	Express respect and empathy	Express respect and empathy
X7I	Rectangle 4 - Hover state	Express respect and empathy	Express respect and empathy
I2Y	Rectangle 5 - Normal state	Use active listening	Use active listening
oWc	Rectangle 5 - Hover state	Use active listening	Use active listening
jgl	Rectangle 6 - Normal state	Use appropriate question types	Use appropriate question types
1A4	Rectangle 6 - Hover state	Use appropriate question types	Use appropriate question types
lyM	Rectangle 7 - Normal state	Repeat the specifics	Repeat the specifics
85A	Rectangle 7 - Hover state	Repeat the specifics	Repeat the specifics
7yl	Rectangle 8 - Normal state	Explain the situation and alternatives	Explain the situation and alternatives

ID 	Type	Source Text	Translation
qkA	Rectangle 8 - Hover state	Explain the situation and alternatives	Explain the situation and alternatives
dGI	Rectangle 9 - Normal state	Take action and follow through	Take action and follow through
xXs	Text Box 2	For example: "I have escalated your matter to the manager, she will contact you momentarily." "I have contacted policy and will call you soon with some more details."	For example: "I have escalated your matter to the manager, she will contact you momentarily." "I have contacted policy and will call you soon with some more details."

1.13 Responding to grievances

Slide ID 	bb66a6ee-bd59-4c2a-acb6-0051509f5d6a
Preview Image	 Responding to grievances PETINT009 Difficult Interviews Occasionally, you will have to deal with a customer who is very aggressive or extremely angry. The Department of Foreign Affairs and Trade has a procedure in place for dealing with such people. Your Manager will advise you of this procedure. There is no guarantee that the customer will follow this procedure and they may choose to lodge a complaint with the Ombudsman or the Minister. If a customer is aggressive or threatening, call for assistance from a colleague and alert security to assist. If a customer is violent, step back from the counter and do not approach the customer. >> select Next to continue

ID 	Type	Source Text	Translation
xw8	Slide name	Responding to grievances	Responding to grievances

ID 	Type	Source Text	Translation
3BQ	Text Box	Responding to grievances	Responding to grievances
3vc	Text Box	1 Occasionally, you will have to deal with a customer who is very aggressive or extremely angry.	Occasionally, you will have to deal with a customer who is very aggressive or extremely angry.
3vc		2 The Department of Foreign Affairs and Trade has a procedure in place for dealing with such people.	The Department of Foreign Affairs and Trade has a procedure in place for dealing with such people.
3vc		3 Your Manager will advise you of this procedure.	Your Manager will advise you of this procedure.
3vc		4	
3vc		5	
3vc		6 There is no guarantee that the customer will	There is no guarantee that the customer will
3vc		7 follow this procedure and they may choose to	follow this procedure and they may choose to
3vc		8 lodge a complaint with the Ombudsman or	lodge a complaint with the Ombudsman or
3vc		9 the Minister.	the Minister.
3vc		10	
3vc		11	
3vc		12 If a customer is aggressive	If a customer is aggressive or threatening, call for assistance from a colleague and alert security to assist.

ID 	Type	Source Text	Translation
3vc		or threatening, call for	
3vc		[13] assistance from a	
3vc		colleague and alert security	If a customer is violent, step back from the
3vc		[14] to assist.	counter and do not approach the customer.
3vc		[15]	
3vc		[16]	
3vc		[17] If a customer is violent, step back from the	
		[18] counter and do not approach the customer.	
		[19]	
		[20]	
qKY	Text Box 1	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

1.14 After an incident

Slide ID 	effac342-5adf-434e-9629-93b3d6b4b0e0
Preview Image	

ID 	Type	Source Text	Translation
zZY	Slide name	After an incident	After an incident
Q8A	Text Box	After an incident	After an incident
his	Alt text for Rectangle 1	Rectangle 1	Rectangle 1

Slide Layer: Untitled Layer 1

Layer ID 	832273a6-1436-4a2b-9180-389b32a526cb
Preview Image	 The preview image shows a presentation slide titled "After an incident" with a blue header and footer. The header also contains the text "PETINT009 Difficult Interviews". The slide content is divided into four sections: "Time out" (After the incident take some time out to remove yourself from your workplace if possible e.g. go for a walk, have a cup of coffee/tea.), "Debriefing" (Talk to your supervisor or mentor about the incident, how you coped with it, the outcome and if any follow up is required.), "Reflection" (Reflect on what worked well and what may be improved. What could you do next time to achieve a different outcome?), and "Breathing" (Try breathing techniques to calm down.). A photo of a hand holding a marker is positioned in the center. The footer contains the text ">> Select Next to continue".

ID 	Type	Source Text	Translation
Rqo	Text Box 3	1 Debriefing	Debriefing
Rqo		2 Talk to your supervisor or	Talk to your supervisor or mentor about

ID 	Type	Source Text	Translation
Rqo		mentor about 3 the incident, how you coped with it, the outcome and if any follow up is required.	the incident, how you coped with it, the outcome and if any follow up is required.
i4l	Text Box 1	1 Time out	Time out
i4l		2 After the incident take some time out to remove yourself from your workplace if possible e.g. go for a walk, have a cup of coffee/tea.	After the incident take some time out to remove yourself from your workplace if possible e.g. go for a walk, have a cup of coffee/tea.
n2k	Text Box 2	1 Reflection	Reflection
n2k		2 Reflect on what worked well and what	Reflect on what worked well and what
n2k		3 may be improved. What could you do	may be improved. What could you do
n2k		4 next time to achieve a different outcome?	next time to achieve a different outcome?
o70	Text Box 4	1 Breathing	Breathing
o70		2 Try breathing techniques to calm down.	Try breathing techniques to calm down.
bf4	Text Box 5	>> <i>Select Next to continue</i>	>> <i>Select Next to continue</i>

s 22(1)(a)(ii)

Preview Image

Quiz

PETINT009
Difficult Interviews

Question Title

Question Choice

ID	Type	Source Text	Translation
E9Q	Text Box 3	Quiz	Quiz
JMc	Text Box 4	<u>1</u> PETINT009	PETINT009
JMc		<u>2</u> Difficult Interviews	Difficult Interviews

1 Title Page

Slide ID	7ce941ce-9966-46c6-9d9e-aeef067d6d49
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ID 	Type	Source Text	Translation
R4s	Text Box 3	%DateValue%	%DateValue%
QUM	Text Box 5	PET Module	PET Module
Ilk	Text Box 4	1 A secure, efficient and responsive passport service for Australia	A secure, efficient and responsive passport service for Australia
Ilk		2 www.passports.gov.au	www.passports.gov.au
Ivo	Text Box 6	www.passports.gov.au	www.passports.gov.au

2 Content Page

Slide ID 	fb7368bc-0640-4210-8a5c-59bed00e36f2
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ID 	Type	Source Text	Translation
cDE	Text Box 4	<u>1</u> PETINT009	PETINT009
cDE		<u>2</u> Difficult Interviews	Difficult Interviews

1 Assessment Release 1

Scene ID 	abd07ac7-e141-4ed8-9ee6-6e5ae573220c
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ID 	Type	Source Text	Translation
zP4	Scene name	Assessment Release 1	Assessment Release 1

Q1.1 Atlas Assessment Release 1 allows the status change of an Australian Travel document.

Slide ID 	c897f331-8266-49df-8a05-4821ac0ff708
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s 22(1)(a)(ii)

s 47E(d)

