Assessment Requirements for BSBCUE205 Prepare for work in a customer engagement environment

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Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- establish key requirements of customer engagement roles and undertake preparation for a specific role
- perform a customer engagement role to organisational standards and expectations in cooperation with team members.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify customer base, company products and services
- explain standards of conduct required in a customer engagement environment
- outline industry-specific regulatory and legislative requirements
- outline operational systems used within scope of role
- identify organisational mission, business goals and standards
- explain scope of customer engagement operations
- explain own specific work role and key relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- relevant information, such as organisational policies, standard operating procedures, performance management guidelines, role position descriptions, organisational charts
- peer and line manager feedback within an engagement centre environment.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia