



**Australian Government**

# **Assessment Requirements for BSBCUE308 Conduct outbound customer engagement**

**Release: 1**

# Assessment Requirements for BSBCUE308 Conduct outbound customer engagement

## Modification History

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

## Performance Evidence

Evidence of the ability to:

- comply with organisational policy and procedures in preparation, conduct and closure of outbound customer engagements
- use and adapt communication skills for a wide customer base and different customer expectations
- use technology efficiently to record and manage engagement data.

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:

- describe company, products and services, and customer base
- identify organisational communication channels
- explain organisational performance and customer service expectations
- identify organisational policies, procedures, protocols and guidelines, including financial delegation policy
- explain principles of customer service
- explain principles of sales and negotiation
- outline operation of technology and systems used.

## 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:

- information technology and equipment

- workplace information and data
- performance management records
- data and quality assurance guidelines
- call/engagement guides.

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>