



Australian Government

Assessment Requirements for BSBCUE403 Schedule customer engagement activity

Release: 1

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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:

- prepare customer engagement schedules demonstrating effective use of key features of contact traffic measurement systems
- analyse and use staff skill-base for efficient scheduling and maintenance of reasonable salary costs.

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 budgeting principles
- identify engagement traffic measurement systems
- outline operating environment requirements and objectives
- identify organisational communication methods and protocols
- identify queuing and forecasting tools
- describe techniques for scheduling call and engagement traffic.

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 and databases for analysis activities
- standards and guidelines in relation to customer engagement scheduling.

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>