



Australian Government

Assessment Requirements for BSBCUE602 Manage customer engagement information

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:

- analyse the call centre business plan and budget
- monitor and optimise customer contact information using a management information system
- select and set activity and transaction records and measurements and develop testing procedures
- monitor qualitative and quantitative data against the organisational standards to ensure it is accurate and correctly segmented or sorted
- analyse and interpret data for trends and patterns
- prepare and present both short-term and long-term call centre data to stakeholders
- develop, use, analyse and manage information systems to provide reliable and appropriate information and reporting to support the effective operation of a customer contact environment.

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:

- demonstrate knowledge of organisational call and other contact traffic management information systems
- describe organisational budgetary requirements and principles
- explain the organisational business plans and objectives
- explain methods of collecting reliable information and data and commonly encountered problems, and strategies for overcoming such problems
- explain organisational models and structures for managing customer contact information and the roles of key people

- outline principles of electronic information management and methods of reporting information
- explain organisational reporting requirements and methodology.

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:

- a management information system
- information and databases for analysis activities
- call centre guidelines and standards
- call centre business plan and budget
- stakeholder feedback
- case studies and, where possible, real situations.

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>