



Australian Government

Assessment Requirements for BSBCUE603 Design and launch new customer engagement facilities

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:

- design and establish or substantially enhance a customer engagement facility including
 - researching the requirements based on the business needs
 - developing detailed specifications by delegating to and managing specialists
 - managing the physical and human resources
- consult with stakeholders throughout the development process to confirm the requirements and specifications, report concerns and review and debrief
- prepare a viable project management plan and use project management tools for the development, testing and launch of the facility
- develop testing procedures and plans for all resources
- plan follow-up actions after the launch.

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 legislative, regulatory and organisational requirements for customer engagement facilities
- outline principles underpinning contact centre design at both the technology level and the human level with reference to:
 - emerging technologies
 - ergonomics of office design
 - hardware and telecommunications services
 - software systems
- identify sources of information, guidance and support for the project

- identify systems and physical resources used in customer contact facilities
- explain project management principles
- describe research methods using a range of information sources
- describe risk management principles and practices.

Assessment Conditions

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

- relevant legislation, regulations, standards and guidelines
- organisational business plans and policies
- specifications of resources used in customer engagement facilities
- 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>