



Australian Government

Assessment Requirements for BSBCUE604 Develop and maintain a service level strategy

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:

- develop, monitor and maintain a service level strategy and supporting policies and procedures
- analyse historical data to determine existing contact-wait and abandon-time characteristics
- formulate a comprehensive set of call-wait characteristics and targets based on the business needs and industry benchmarks
- consult with stakeholders to confirm requirements and verify the proposed service level strategy
- monitor and maintain service levels by collecting, analysing and acting on service level data
- develop a comprehensive contingency plan for loss of facilities or technology.

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:

- explain benchmarking principles
- describe business and financial planning (budget) principles
- identify business requirements for service level performance, which may include regulatory requirements
- describe the technology functionality and reporting capability of a management information system to provide service-level contact data
- describe industry standards, best practice and regulatory requirements for service levels
- describe the difference and impacts of providing the required service-level against the industry standard
- explain the structure and organisation of workforce, including part-time, casual, contract and shift workers

- explain the organisational structure and who the key stakeholders are
- describe the processes for determining customer expectations and satisfaction with level of service.

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:

- information and databases for analysis activities
- industry and competitor benchmarking data
- historical contact-wait and abandon-time data
- relevant legislation, regulations, standards and guidelines
- 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>