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.

Application

This unit describes the skills and knowledge required to establish, monitor and maintain a service level strategy in a customer engagement environment.

It applies to individuals who analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies and who are often accountable for group outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder relations – Customer engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Analyse historical data	1.1 Distinguish between contact-wait characteristics and service level data
	1.2 Collect relevant and accurate service level data
	1.3 Determine historical service levels for service level periods
	1.4 Collect relevant and accurate contact-wait time, abandonment rate and customer survey data
	1.5 Determine historical contact-wait and abandon-time characteristics
2 Formulate a service level policy	2.1 Describe the difference and impacts of providing the required service level against the industry standard

ELEMENT	PERFORMANCE CRITERIA
	2.2 Consult with relevant stakeholders on contact-wait characteristics and service levels
	2.3 Identify business needs related to service levels
	2.4 Review organisation's contact-wait characteristics in relation to the industry, the market and competition
	2.5 Formulate a comprehensive set of appropriate contact-wait characteristics
	2.6 Define and document an appropriate service level policy or target
	2.7 Develop comprehensive contingency plans for loss of facilities or technology
	2.8 Identify and document corresponding resource requirements
	2.9 Communicate and justify service level policy to senior management and stakeholders
3 Monitor and maintain service levels	3.1 Identify measurement capabilities of existing technology
	3.2 Select diagnostic measures to monitor service levels
	3.3 Collect and analyse service level data
	3.4 Identify under-performing service level periods
	3.5 Analyse service level inputs and recommend corrections to maintain service levels
	3.6 Conduct benchmarking to compare performance to competitors and industry best practice

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 3.6	• Recognises and evaluates complex texts to determine key information according to stakeholder requirements and industry best practice
Writing	2.2, 2.5, 2.6, 2.7, 2.8, 2.9, 3.4, 3.6	• Prepares information which incorporates specialised language in a designated format and style appropriate to audience and purpose

		• Prepares specific information which conveys an understanding of outcomes and alternatives and uses terminology appropriate to context and audience
Oral Communication	2.2, 2.9	• Presents information to a range of audiences using appropriate language and structure • Uses questioning and active listening to clarify or confirm understanding
Numeracy	1.1, 1.3, 1.4, 1.5, 2.1, 2.4, 2.6, 3.2, 3.3	• Extracts, evaluates and compares numerical information • Applies mathematical methodologies and calculations to analyse, test and interpret data and draw conclusions
Interact with others	2.2, 2.9	• Participates in complex stakeholder consultations, initiating and taking the lead where appropriate • Tailors communication to achieve its purpose, demonstrating a sophisticated understanding of the needs, interests, issues and priorities of stakeholder and senior management audiences
Get the work done	1.1, 1.2, 1.4	• Sequences and schedules complex activities, monitors implementation and manages relevant communication when formulating policy • Uses systematic, analytical processes when analysing data and formulating policy, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria • Uses digital tools to access, analyse and organise complex data

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE604 Develop and maintain a service level strategy	BSBCCO604B Develop and maintain a service-level strategy	Updated to meet Standards for Training Packages Code changed to reflect industry practice	Equivalent unit

PwC's Skills for Australia

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10