Assessment Requirements for BSBCUE606 Forecast and plan using customer engagement traffic information analysis

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 contract traffic data and identify anomalies and non-recurring events in contact patterns
- prepare engagement forecasts
- calculate human resources required to support these forecasts
- plan and schedule for all levels of forecasted call and engagement traffic.

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 engagement measurement systems
- explain business planning and budgeting principles
- identify engagement traffic measurement systems
- list external factors and engagement centre operational factors potentially impacting on planning and forecasting
- explain operating-environment requirements and objectives
- outline organisational communication methods
- outline principles of statistical analysis and reporting
- describe queuing and forecasting tools and scheduling techniques.

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
- 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