



**Australian Government**

# **BSBCUS501 Manage quality customer service**

**Release: 2**

## BSBCUS501 Manage quality customer service

### Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0.  Version created to clarify assessment conditions
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 develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

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

### Unit Sector

Stakeholder Relations – Customer Service

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Plan to meet internal and external customer requirements	1.1 Investigate, identify, assess, and include the needs of customers in planning processes 1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers
2 Ensure delivery of	2.1 Deliver products and services to customer specifications within

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
quality products and services	<p>organisation's business plan</p> <p>2.2 Monitor team performance to consistently meet the organisation's quality and delivery standards</p> <p>2.3 Help colleagues overcome difficulties in meeting customer service standards</p>
3 Monitor, adjust and review customer service	<p>3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards</p> <p>3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services</p> <p>3.3 Develop, procure and use resources effectively to provide quality products and services to customers</p> <p>3.4 Make decisions to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups</p> <p>3.5 Manage records, reports and recommendations within the organisation's systems and processes</p>

## Foundation Skills

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

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Reading	1.1, 1.2, 2.1, 3.1, 3.2, 3.3, 3.5	<ul style="list-style-type: none"> <li>Interprets and analyses textual information from a variety of sources and applies the knowledge that has been gained to evaluate standards for organisation's products and services</li> </ul>
Writing	1.2, 3.1, 3.2, 3.3, 3.5	<ul style="list-style-type: none"> <li>Produces a range of text types to convey information, requirements or recommendations matching style of writing to purpose and audience</li> </ul>
Oral Communication	1.1, 1.2, 2.1, 2.3, 3.2	<ul style="list-style-type: none"> <li>Clearly articulates systems and standards in a team environment using language suitable to diverse audiences</li> <li>Uses listening and questioning techniques to obtain feedback and confirm understanding</li> </ul>
Numeracy	1.2	<ul style="list-style-type: none"> <li>Interprets and comprehends mathematical information in organisation's business and customer service plans.</li> </ul>

Navigate the world of work	2.1, 2.2, 3.1, 3.5	<ul style="list-style-type: none"> <li>Recognises and applies organisational protocols and meets expectations associated with own work</li> </ul>
Interact with others	1.1, 2.3, 3.4	<ul style="list-style-type: none"> <li>Identifies and uses appropriate conventions and protocols when communicating with colleagues and customers</li> <li>Collaborates with others, taking into account their strengths and experience, to achieve desired outcomes</li> <li>Provides support in field of expertise to team</li> </ul>
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1-3.5	<ul style="list-style-type: none"> <li>Develops and implements plans using logical processes and monitors and evaluates progress against stated goals</li> <li>Accepts responsibility for addressing complex or non-routine difficulties, applying problem solving processes in determining a solution.</li> <li>Uses digital technology to access, organise and present information in a format that meets requirements</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUS501 Manage quality customer service Release 2	BSBCUS501 Manage quality customer service Release 1	Updated to clarify assessment conditions	Equivalent unit

## Links

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