



**Australian Government**

# **Assessment Requirements for BSBOPS306**

## **Record stakeholder interactions**

**Release: 1**

# Assessment Requirements for BSBOPS306 Record stakeholder interactions

## Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- create a record of information collected from a stakeholder interaction in a Customer Management System (CMS) for at least three different stakeholder interactions.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies, procedures and protocols for recording stakeholder interactions, including:
  - privacy and confidentiality protocols
  - procedures for recording details of stakeholder interaction in CMS
  - basic note taking methods, including using basic formatting
- basic business writing principles, including plain English principles
- key features of stakeholder interaction activities, including:
  - purpose of interaction
  - context of interaction
  - outcomes of interaction
- information that is relevant to stakeholder interaction purpose
- key features and functions of a CMS, including those relating to record saving.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technology required to collect and record information
- workplace documents, and organisational policies and procedures relating to stakeholder interactions
- access to a CMS.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>