



Australian Government

BSBOPS306 Record stakeholder interactions

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required to create a record of information in a customer management system (CMS) gathered from a stakeholder interaction as a result of an engagement activity.

The unit applies to those responsible for engaging with stakeholders for a range of purposes and in a range of contexts. It also applies to those who create a record of stakeholder interaction.

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

Unit Sector

Business Competence – Business Operations

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. Prepare to record stakeholder interaction	1.1 Collect information from stakeholder interaction 1.2 Review purpose of stakeholder interaction 1.3 Review information collected from stakeholder interaction. 1.4 Identify organisational policies and procedures and determine information to be included in record
2. Create record of stakeholder interaction	2.1 Enter details of stakeholder interaction in required CMS fields according to organisational policies, procedures and protocols 2.2 Check that collected information has been attributed to appropriate stakeholder in CMS
3. Finalise and review	3.1 Confirm that records represent stakeholder views, are free of

ELEMENT	PERFORMANCE CRITERIA
recording process	bias and opinion, and comply with organisational requirements 3.2 Check completeness and discoverability of record 3.3 Complete required processes for finalising and saving created record in CMS according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Identifies and interprets textual information
Writing	<ul style="list-style-type: none"> Records spoken information clearly and accurately for future reference
Oral communication	<ul style="list-style-type: none"> Presents or requests information using words and non-verbal features appropriate to the audience and context Uses listening and questioning techniques to gather information and confirm understanding
Planning and organising	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and completing tasks to achieve required outcomes Follows organisational communication practices and procedures
Problem-solving	<ul style="list-style-type: none"> Addresses less predictable problems applying problem solving processes in determining solutions that meet organisational requirements
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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