



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO302A Deploy customer service field staff

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to deploy field staff to fulfil service commitments to customers.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies in any customer contact environment where the effective deployment of field staff is a required customer service function. It assumes the use of enterprise information systems in the deployment process.</p> <p>Competence in this unit requires effective compilation, despatch and control of work requests to field staff in accordance with organisational requirements and customer expectations.</p> <p>This work is undertaken with some supervision and guidance.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Create a despatch job for automatic despatch	1.1. Identify the need for the creation of a job despatch order 1.2. Determine the impact of this work on resources and its urgency in consultation with appropriate areas, business protocols, regulatory and legislative requirements 1.3. Enter accurately all necessary details into the appropriate work management system to create and automatically despatch job 1.4. Confirm automatic despatch, where necessary
2. Manually despatch and clear jobs	2.1. Identify the need to manually despatch a job 2.2. Communicate job details clearly to field staff 2.3. Enter job details accurately into the appropriate work management system
3. Re deploy field staff	3.1. Identify the need to re-deploy resources in accordance with agreed priority 3.2. Liaise with relevant stakeholders 3.3. Deliver job to field staff in a timely manner 3.4. Maintain accurate records relating to resources and their deployment
4. Create and send communication to field staff	4.1. Identify need for communication and relevant recipients 4.2. Create clear and concise communication in accordance with business protocols 4.3. Check information for clarity and accuracy 4.4. Obtain appropriate approvals before sending communication 4.5. Coordinate and monitor responses to communications

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and negotiation skills to work effectively with internal and external customers
- listening skills to understand and confirm the enquiry/problem and to undertake any necessary action
- literacy skills to clearly articulate requirements in work requests
- numeracy skills to accurately read and enter data
- organisational skills to manage own tasks within timeframes
- stress and time management skills to work effectively in times of peak or fluctuating demand.

Required knowledge

- industry specific terminology
- legislative and regulatory requirements
- operational environment - customer base, company products and services
- policy, procedures, culture, values, mission, business goals and standards
- work deployment systems.

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • effective and accurate use of systems to enter, maintain and control job details • effective communication with customers, staff and management • projection of a professional image in representing the company • application of principles of quality and continuous improvement in all operational activities • knowledge of legislative and regulatory requirements.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to workplace information and data • access to customer feedback or actual customers (including field staff) to discuss customer experience • access to performance management and quality assurance documentation • access to relevant legislation and regulatory codes.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • direct observation during actual calls and follow-up • customer (internal and external) feedback • review of quality assurance feedback • review of data entry and error reports • oral and/or written questioning to assess knowledge of business protocols and requirements including regulatory and legislative requirements • analysis of implementation of continuous improvement strategies • review of actual performance against targets.

EVIDENCE GUIDE**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBCCO301A Use multiple information systems
- BSBCUS301A Deliver and monitor a service to customers.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Job</i> may include:	<ul style="list-style-type: none"> • customer visits to provide services or to assess for service provision or sales • installation, maintenance and repair of products or services on customer site • work duties requiring travel to another site
<i>Resources</i> may include:	<ul style="list-style-type: none"> • field operatives • personnel • products • tools and equipment • transport
<i>Manual despatch</i> may include:	<ul style="list-style-type: none"> • email • facsimile • message service • telephone call
<i>Job details</i> may include:	<ul style="list-style-type: none"> • customer or work site name and address, estimated work time and work required • details required to identify and specify the work to be undertaken • payment details • special instructions
<i>Communication</i> may include:	<ul style="list-style-type: none"> • email • facsimile • telephone • transmission of work or job request electronically
<i>Business protocols</i> may include:	<ul style="list-style-type: none"> • approved business requirements for the use of communications and work requests • guidelines for completion of all of the necessary information in line with organisational policies, procedures and standards, and legislative and regulatory requirements

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Stakeholder Relations - Contact Centre Operations
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Co-requisite units

Co-requisite units		