



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBCCO406A Run a multicentre**

**Release: 1**

## BSBCCO406A Run a multicentre

### Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems to oversee a multicentre.

Running a multicentre may entail being responsible for staff involved in delivering customer service. The work will occur within the organisation's policies and procedures framework.

### Application of the Unit

This unit applies in customer contact environments that administer product and service support or sales, or address information enquiries from consumers.

A multicentre may be operated through extensive open workspaces, with work stations that may include computers and a telephone set/headset connected to a telecom switch.

Multicentres can be independently operated or networked with additional centres and linked to a corporate computer network.

### Licensing/Regulatory Information

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

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

<b>Element</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

## Elements and Performance Criteria

1. Plan the oversight of a multicentre	<p>1.1 Assess the nature of the multicentre</p> <p>1.2 Incorporate needs of customers in planning processes</p> <p>1.3 Ensure plans achieve the quality, time and cost specifications agreed with customers</p>
2. Monitor, adjust and review multicentre service	<p>2.1 Use appropriate strategies to monitor progress in achieving product and service targets and standards</p> <p>2.2 Use appropriate strategies to obtain customer feedback to improve the provision of products and services</p> <p>2.3 Develop, procure and use resources to provide quality products and services to customers</p>
3. Review service	<p>3.1 Make decisions to overcome problems and to adapt customer service and product delivery in consultation with appropriate individuals and groups</p> <p>3.2 Assist colleagues to overcome difficulty in meeting customer service standards and to escalate enquiries appropriately</p> <p>3.3 Manage records, reports and recommendations within the organisation's systems and processes</p>

## Required Skills and Knowledge

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

### Required skills

- communication, coaching and mentoring skills to provide support to colleagues
- planning and organising skills to organise customer product and service delivery
- problem-solving skills to deal with complex and non-routine difficulties and the variety of service details associated with multiple service facets
- self-management skills to:
  - comply with policies and procedures
  - seek learning and development opportunities.

### Required knowledge

- multicentre service requirements
- techniques for solving complaints, including the principles and techniques involved in the management and organisation of:
  - customer behaviour
  - customer needs research
  - customer relations
  - ongoing product and service quality
  - problem identification and resolution
- quality customer service delivery
- record keeping and management methods
- strategies for monitoring, managing and introducing ways to improve customer service relationships
- strategies to obtain customer feedback.

## Evidence Guide

*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.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• deliver quality customer service, incorporating plans, policies and procedures</li> <li>• solve complex customer issues and multicentre system problems that lead to poor customer service</li> <li>• demonstrate knowledge of techniques for solving complaints.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• appropriate documentation and resources normally used in the workplace.</li> </ul>
<b>Method of assessment</b>	<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"> <li>• assessment of written reports</li> <li>• demonstration of service-delivery techniques</li> <li>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</li> <li>• observation of performance in role plays</li> <li>• evaluation of leadership, supervision, coaching and mentoring used to assist colleagues to overcome difficulty in meeting customer service standards</li> <li>• review of strategies developed and used to monitor progress in achieving product and service targets and standards</li> <li>• review of records, reports and recommendations about managing customer service.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

## 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.*

<b><i>Nature of the multicentre</i></b> may include:	<ul style="list-style-type: none"> <li>• independently operated or networked with additional centres</li> <li>• a corporate computer network, including mainframes, microcomputers and local area networks (LANs)</li> <li>• telephony</li> <li>• voice and data pathways linked through computer telephony integration (CTI).</li> </ul>
<b><i>Customers</i></b> may be:	<ul style="list-style-type: none"> <li>• board members</li> <li>• clients and purchasers of services</li> <li>• co-workers and fellow frontline managers</li> <li>• members of the general public who make contact with the organisation, such as prospective purchasers of services</li> <li>• potential funding bodies</li> <li>• supervisors</li> <li>• suppliers of goods and services and contractors providing goods and services.</li> </ul>
<b><i>Quality</i></b> may refer to:	<ul style="list-style-type: none"> <li>• characteristics of a product, system, service or process that meet the requirements of customers and interested parties.</li> </ul>
<b><i>Strategies</i></b> may refer to:	<ul style="list-style-type: none"> <li>• databases and other controls to record and compare data over time</li> <li>• electronic feedback mechanisms using intranet, internet and email</li> <li>• feedback forms and other devices to enable communication from customers</li> <li>• long-term or short-term plans for monitoring achievement of key performance indicators and targets and evaluating their effectiveness</li> <li>• policies and procedures</li> <li>• questionnaires, survey and interviews</li> <li>• training and development activities.</li> </ul>
<b><i>Products and services</i></b> may include:	<ul style="list-style-type: none"> <li>• goods</li> <li>• ideas</li> <li>• infrastructure</li> <li>• private and public sets of benefits.</li> </ul>
<b><i>Resources</i></b> may include:	<ul style="list-style-type: none"> <li>• buildings and facilities</li> <li>• equipment</li> </ul>

	<ul style="list-style-type: none"><li>• finance</li><li>• information</li><li>• people</li><li>• power and energy</li><li>• technology</li><li>• time.</li></ul>
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## **Unit Sector(s)**

Stakeholder relations – customer service

## **Custom Content Section**

Not applicable.