



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO503A Manage data interrogation

Release: 1

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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 manage data interrogation from a variety of sources, including database systems.

It is expected that someone undertaking this unit would have a detailed knowledge of, and experience in, customer service systems and procedures. Competence in this unit requires preparing, undertaking and recording relevant and required details of information collected according to organisational, legislative and regulatory requirements. It also requires efficient use of technology suitable for this activity.

Application of the Unit

This unit applies to frontline managers, including team leaders and supervisors, responsible for the management of a customer service system and customer service standards.

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

Element	Performance Criteria
<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. Provide guidance to interrogate data	<p>1.1 Identify information sources</p> <p>1.2 Assist personnel to collect and record information according to legislation, policy and procedures</p> <p>1.3 Assist personnel to collate, sort and analyse collected information in relation to the purpose for which it is being obtained</p>
2. Assist personnel to interrogate data	<p>2.1 Identify information that is to be analysed and identify analysis methodology and analysis processes</p> <p>2.2 Assist personnel to reduce and describe subject to support the development of interpretations</p> <p>2.3 Review the appropriateness of the reduced information according to organisational processes</p> <p>2.4 Inform personnel how to archive information not used in the reduction and description processes for future reference</p> <p>2.5 Implement supervisory processes and checks and measures to ensure work is completed within time available</p>
3. Provide suitable training and assessment opportunities	<p>3.1 Identify learners' personal skill gaps</p> <p>3.2 Provide appropriate on-the-job training opportunities to fill identified skill gaps and improve work performance</p> <p>3.3 Provide opportunities for personnel to ask questions and seek clarification on training and work performance matters</p> <p>3.4 Provide assistance to personnel to ensure compliance with organisational requirements and to access suitable training and assessment</p>

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse information and data
- communication skills to:
 - communicate with staff and stakeholders
 - use questioning and listening skills to understand and resolve issues raised
- interpersonal skills to:
 - establish rapport and build relationships with customers, team members and stakeholders
 - establish relevant networks
- literacy skills to:
 - prepare and compile statements and reports on complex concepts and ideas
 - write and interpret instructions
- numeracy skills to test assumptions, taking the context of data and circumstances into account
- planning and organising skills to manage own tasks within required timeframes
- presentation skills to articulate information and ideas
- problem-solving skills to find innovative solutions to problems that arise
- risk assessment and management skills to:
 - cover problems and challenges that may arise
 - monitor an organisation's compliance with service level targets
- self-management skills to:
 - manage self and others
 - seek learning and development opportunities
- technology skills to organise, manage and analyse data.

Required knowledge

- benchmarking principles
- customer expectations and processes for determining customer satisfaction with level of service
- industry standards, best practice and regulatory requirements for service levels
- organisational structure and key stakeholders
- information types and their sources
- procedures and security measures for accessing, storing, retrieving and sharing data from databases
- range of contact data available and technology functionality and reporting capability
- rights of individuals in relation to statement compilation
- use of evidence of contact recording technology.

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: <ul style="list-style-type: none">• collate information in area of responsibility• demonstrate knowledge of statutory, regulatory and legislative requirements with regard to data interrogation• manage and train personnel.
Context of and specific resources for assessment	Assessment must ensure access to: <ul style="list-style-type: none">• information and databases for analysis activities• relevant legislation, standards and guidelines.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <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• review of statements or recording of details of calls• review of compliance with statutory, regulatory, legislative and organisational requirements• oral and/or written questioning to assess knowledge of storage and disposal of information.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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.

Information sources may include:	<ul style="list-style-type: none"> • community groups • community leaders • crime, accident or incident scenes • customers • fellow staff • general public • individuals • information databases • local government • local media • schools • specific target groups, in the case of opinion polls and surveys.
Information may include:	<ul style="list-style-type: none"> • addressing public order and general community issues • assisting in an investigation • details of an incident or medical emergency • locating a specific person • location of witnesses • opinion poll or customer survey • progressing and supporting court hearings and matters.
Analysis may include:	<ul style="list-style-type: none"> • causative or predictive • descriptive or explorative • quantitative and qualitative or both.
Analysis methodology may include:	<ul style="list-style-type: none"> • biographical analysis • comparative analysis • Delphi technique • demographic or geographic analysis • historical analysis • hypothesis development • link analysis • scenario generation.
Analysis processes may include:	<ul style="list-style-type: none"> • deductive: beginning with a hypotheses and testing it; lateral, critical or creative processes • inductive: interpreting raw information, identifying trends or

	<ul style="list-style-type: none"> patterns, and testing them using problem-solving techniques and decision making.
Reduced information may include:	<ul style="list-style-type: none"> charts diagrams lists summaries tables.
Reduction and description processes must include:	<ul style="list-style-type: none"> consideration of balance critical evaluation of additional information collection objectivity testing of logical reasoning.
Supervisory processes may include:	<ul style="list-style-type: none"> delegating implementing monitoring overseeing planning reviewing targeting.
Time available may include:	<ul style="list-style-type: none"> consideration of contingencies consideration of past experiences experience of operatives methods to be employed resources and equipment to be used.
Training may include:	<ul style="list-style-type: none"> computer-based training contracted training activity demonstration formal training on-the-job training reading role play vendor training.

Unit Sector(s)

Stakeholder relations – contact centre operations

Custom Content Section

Not applicable.