



Australian Government

Assessment Requirements for BSBCUE204

Collect data

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use prepared scripts and guides to engage customers and collect data in compliance with organisational policy, industry codes and standards, and regulatory and legal requirements
- use digital systems and tools effectively and efficiently to record data and maintain databases
- present results and analyse performance against established targets.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe data-collection techniques
- identify enterprise policies, procedures and guidelines for customer engagement and data collection
- identify relevant legal and regulatory requirements for data collection
- identify relevant standards for data collection
- explain operational systems and technology employed in data collection.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- information and telecommunications equipment
- workplace information and data
- relevant standards and guidelines
- performance management and quality assurance documentation and records

- call/engagement guides.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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