



Australian Government

BSBCUE205 Prepare for work in a customer engagement environment

Release: 1

BSBCUE205 Prepare for work in a customer engagement environment

Modification History

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

Application

This unit describes the skills and knowledge required to participate in customer engagement operations, including defining the requirements and expectations of the organisation.

It applies to individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge, working under direct supervision.

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

Unit Sector

Stakeholder Relations – Customer Engagement

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 Relate own role to customer engagement operations	1.1 Identify specific customer engagement operations and relate these to the industry-wide context 1.2 Identify how customer contact activity contributes to the organisation's goals 1.3 Identify personal customer engagement role and operations 1.4 Identify personal performance requirements and expectations in relation to organisation's customer contact objectives 1.5 Identify the major components of the customer engagement infrastructure 1.6 Relate personal operations to customer engagement

ELEMENT	PERFORMANCE CRITERIA
	infrastructure
2 Reflect on personal performance	2.1 Recognise and use available resources and support effectively 2.2 Operate within reporting protocols, policies and procedures of customer contact organisational structure 2.3 Comply with regulatory and legislative requirements 2.4 Identify personal performance requirements and expectations
3 Maintain a professional approach to employment	3.1 Display a positive and ethical approach to employment and role 3.2 Identify realistic short- and long-term career objectives 3.3 Relate personal capabilities to current role and career objectives 3.4 Identify strategies for projecting a professional image in current role 3.5 Contribute to the promotion of the centre, organisation and its staff to customers
4 Participate in a workplace team	4.1 Identify team member roles and team structure 4.2 Interact cooperatively with team members

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.5, 4.1	Identifies relevant information sources to determine key and relevant workplace information
Oral Communication	4.1, 4.2	Articulates clearly using specific and relevant language suitable to audience to convey requirements, and listening and questioning techniques to confirm understanding
Navigate the world of work	1.1-1.6, 2.1-2.4, 3.1-3.3, 4.1	- Takes steps to develop skills and personal efficacy in work role, with organisational support - Identifies skills used in current role and how they may assist achievement of longer term goals - Understands nature and purpose of own role and

		associated responsibilities, where it fits into the organisational structure and how it contributes to organisational goals and outcomes Recognises organisational expectations and follows explicit protocols and procedures, and legal and regulatory requirements
Interact with others	2.1, 4.2	- Establishes connections with team members, using some accepted practices for building rapport - Seeks to cooperate with others to achieve results in immediate context
Get the work done	1.1, 1.5, 3.4, 3.5 4.1	- Completes routine tasks with familiar goals and outcomes - Analyses attitudes and presentation associated with professional performance in a team

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE205 Prepare for work in a customer engagement environment	BSBCCO205A Prepare for work in a customer contact environment	Updated to meet Standards for Training Packages Name changed to reflect industry practice	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBCUE205 Prepare for work in a customer engagement environment

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Performance Evidence

Evidence of the ability to:

- establish key requirements of customer engagement roles and undertake preparation for a specific role
- perform a customer engagement role to organisational standards and expectations in cooperation with team members.

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:

- identify customer base, company products and services
- explain standards of conduct required in a customer engagement environment
- outline industry-specific regulatory and legislative requirements
- outline operational systems used within scope of role
- identify organisational mission, business goals and standards
- explain scope of customer engagement operations
- explain own specific work role and key relationships.

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:

- relevant information, such as organisational policies, standard operating procedures, performance management guidelines, role position descriptions, organisational charts
- peer and line manager feedback within an engagement centre environment.

Assessors must satisfy NVR/AQTF assessor requirements.

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