



**Australian Government**

# **Assessment Requirements for BSBCUE302 Deploy customer service field staff**

**Release: 1**

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## Modification History

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

## Performance Evidence

Evidence of the ability to:

- communicate with customers, field staff and management, in compliance with organisational protocols and service delivery priorities
- produce automatic and manual dispatch jobs using systems to enter, maintain and control job details
- identify need to redeploy field staff, coordinate required communications, and monitor responses.

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 legislative and regulatory requirements relevant to deployment of customer service field staff
- describe operational environment, including customer base, company products and services
- outline organisational policy, procedures, culture, values, mission, business goals and standards relevant to deploying customer service field staff
- describe work deployment systems.

## 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:

- workplace information and data

- a real or simulated workplace to discuss customer experience
- performance management and quality assurance documentation
- relevant legislation and regulatory codes.

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>