



Australian Government

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.

Application

This unit describes the skills and knowledge required to deploy field staff to fulfil service commitments to customers and meet organisational requirements.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team.

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 Create a despatch job for automatic despatch	1.1 Identify the need to create a job despatch order 1.2 Determine impact of this on resources, and its urgency, in consultation with appropriate areas, business protocols, regulatory and legislative requirements 1.3 Enter necessary details into appropriate work management system to create and automatically despatch job 1.4 Confirm automatic despatch, where necessary
2 Manually despatch and clear jobs	2.1 Identify need to manually despatch a job 2.2 Communicate job details clearly to field staff 2.3 Enter job details into appropriate work management system

ELEMENT	PERFORMANCE CRITERIA
3 Redeploy field staff	3.1 Identify need to redeploy resources according to agreed priority 3.2 Liaise with relevant stakeholders and team members 3.3 Deliver job to field staff in a timely manner 3.4 Maintain accurate records relating to resources and their deployment
4 Create and send communication to field staff	4.1 Identify need for communication to relevant customers 4.2 Create clear and concise communication according to business protocols 4.3 Check information for clarity and accuracy 4.4 Obtain appropriate approvals before sending communication 4.5 Coordinate and monitor responses to communications

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	4.3, 4.5	Recognises and interprets information from relevant sources to determine customer and organisational requirements
Writing	1.3, 2.2, 2.3, 3.4, 4.2, 4.3	Documents instructions and other information in required formats employing clear, concise language and appropriate terminology, and checks details for accuracy
Oral Communication	1.2, 1.4, 2.2, 3.2	Articulates clearly using specific and relevant language suitable to audience to convey requirements and uses listening and questioning techniques to confirm understanding
Numeracy	1.1, 1.3, 2.3, 3.4, 4.3	Interprets numerical information and applies basic mathematical calculations relating to scheduling
Navigate the world of work	1.2, 4.2, 4.3	- Takes personal responsibility for adherence to legal and regulatory requirements and workplace reporting systems - Recognises and follows explicit and implicit business

		protocols within work role
Interact with others	3.2, 3.3, 4.2-4.5	- Understands what to communicate, with whom and how, and selects appropriate form, channel and mode of communication in exchanges with field staff - Maintains communication with field staff about specific activities requiring joint responsibility and accountability
Get the work done	1.1-1.4, 2.1, 2.3, 3.1, 3.3, 4.1, 4.4, 4.5	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of field staff - Uses ICT-based systems and programs to assist with planning, implementing and tracking service progress - Selects from a range of pre-determined options in routine situations, identifying and taking some situational factors into account when identifying requirements - Understands purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE302 Deploy customer service field staff	BSBCCO302B Deploy customer service field staff	Updated to meet Standards for Training Packages Code 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 BSBCUE302 Deploy customer service field staff

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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.

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