



Australian Government

Assessment Requirements for BSBCUE406 Run a multicentre

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:

- develop plans to meet customer service requirements using effective management and consultation strategies
- monitor service performance and demonstrate proficiency in resolution of complaints and continuous improvement of customer service delivery in accordance with organisational policies and procedures.

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 multicentre service requirements
- describe principles and techniques involved in management and resolution of customer complaints
- explain quality customer service delivery
- outline record-keeping and management methods
- explain strategies for monitoring, managing and introducing ways to improve customer service 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. This includes access to:

- appropriate documentation and resources normally used in a multicentre
- customer feedback.

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>