



Australian Government

BSBCUE406 Run a multicentre

Release: 1

BSBCUE406 Run a multicentre

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 develop strategies to manage organisational systems to oversee a multicentre.

It applies to individuals who need to solve a defined range of unpredictable problems, analyse and evaluate information from a variety of sources, and who may provide leadership and guidance to others with some limited responsibility for the output of others.

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 Plan oversight of a multicentre	1.1 Assess nature of multicentre 1.2 Incorporate needs of customers in planning processes 1.3 Ensure plans achieve quality, time and cost specifications agreed with customers
2 Monitor, adjust and review multicentre service	2.1 Use appropriate strategies to monitor progress in achieving product and service targets and standards 2.2 Use appropriate strategies to obtain customer feedback to improve provision of products and services 2.3 Develop, procure and use resources to provide quality products and services to customers

ELEMENT	PERFORMANCE CRITERIA
3 Review service	3.1 Make decisions to overcome problems and to adapt customer service and product delivery, in consultation with appropriate individuals and groups 3.2 Assist colleagues to overcome difficulty in meeting customer service standards and escalate enquiries appropriately 3.3 Manage records, reports and recommendations within organisation's systems and processes

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	2.1, 2.3, 3.3	Interprets, analyses and monitors textual information to establish requirements and confirm understanding
Writing	1.2, 2.3,	Prepares information which incorporates specialised and cohesive language in a format and style appropriate to purpose and audience
Numeracy	1.3	Calculates time and costs required to achieve plans
Oral Communication	1.3, 2.2, 2.3, 3.1, 3.2	- Participates effectively in interactions to articulate requirements and confirm and clarify understanding - Elicits views and opinions of others and obtains information by listening and questioning
Navigate the world of work	3.3	Takes responsibility for adherence to organisational processes and protocols when performing role
Interact with others	3.1, 3.2	Selects and uses appropriate conventions and protocols when engaging stakeholders in discussion about management of customer service standards and problem resolution
Get the work done	1.1-1.3, 2.1-2.3, 3.1-3.3	- Develops, implements and monitors plans to manage service operation and delivery in a multicentre to meet customer requirements - Accepts responsibility for service performance targets and uses analytical and consultative processes to identify service issues and implement improvements - Uses main features and functions of digital tools and

		systems to access information and complete work tasks
--	--	---

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE406 Run a multicentre	BSBCCO406A Run a multicentre	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 BSBCUE406 Run a multicentre

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>