



Australian Government

Assessment Requirements for BSBCUE502 Establish 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 and implement plans for delivering high-quality customer service
- identify and implement strategies to monitor service targets and standards
- solve complex customer issues and multicentre system problems that lead to poor customer service.

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 multicentre establishment requirements and multicentre service requirements
- identify multicentre systems operational capacity
- explain techniques for solving complaints, including management and organisational principles and techniques related to customer needs and behaviour, problem identification and resolution, customer relations, and product and service quality
- describe high-quality customer service delivery
- outline record keeping and management methods
- explain strategies for monitoring, managing and introducing ways to improve customer service relationships
- identify strategies to obtain customer feedback.

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
- interaction with others
- information and databases for analysis activities
- relevant legislation, standards and guidelines.

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>