



Australian Government

BSBCUE502 Establish a multicentre

Release: 1

BSBCUE502 Establish 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 establish organisational systems for a multicentre that administers product or service support or sales, or manages information enquiries from consumers.

It applies to individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies, and who will work closely with other members of an organisation and have a high degree of autonomy with managerial responsibility.

A multicentre may be operated through extensive open workspaces, with workstations that may include computers and a telephone set/headset connected to a telecom switch.

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 multicentre	1.1 Assess nature of multicentre 1.2 Develop multicentre plan incorporating needs of customers in planning processes 1.3 Ensure plans support quality, time and cost specifications agreed with customers
2 Design multicentre	2.1 Develop and use strategies to monitor progress in achieving

ELEMENT	PERFORMANCE CRITERIA
service	product and service targets and standards 2.2 Develop and use strategies to obtain customer feedback to improve provision of products and services 2.3 Develop, procure and use resources to provide high-quality products and services to customers 2.4 Develop strategies to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups 2.5 Record plans according to organisation's systems and processes
3 Implement plans to establish multicentre	3.1 Make provision for staffing or staff training requirements to facilitate achievement of targets and standards 3.2 Implement work processes and strategies 3.3 Implement monitoring processes to make provision for future evaluation of targets and standards

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
Writing	1.2, 1.3, 2.2, 2.3, 2.5	- Develops and organises content to support format and purpose of a range of multicentre plans - Uses logically organised structures and clear language appropriate to audience and purpose in other necessary workplace documentation
Oral Communication	2.3, 2.4	Uses appropriate language and non-verbal features to elicit views and opinions of others and obtains information by listening and questioning
Numeracy	1.2, 1.3	Interprets numerical information and applies basic mathematical calculations to formulate and check specifications
Navigate the world of work	2.5	Takes responsibility for adherence to organisational systems and processes when recording plans

Interact with others	2.4	Identifies and uses appropriate conventions and protocols when conferring with individuals, teams and other stakeholders about multicentre service issues
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.3	- Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to identify relevant information and resources, identify and evaluate alternative strategies when developing plans - Uses systematic, analytical processes in assessing nature of centre and ensuring plans meet requirements, including setting goals and establishing performance monitoring systems - Identifies and evaluates solutions to operational and service problems in consultation and collaboration with others - Uses digital systems and tools for data collection, feedback and communication

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE502 Establish a multicentre	BSBCCO502A Establish a multicentre	Updated to meet Standards for Training Packages Code changed to reflect industry practice Minor edits to clarify meaning of Performance Criteria	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 BSBCUE502 Establish a multicentre

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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.

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