



Australian Government

Assessment Requirements for BSBCUE607 Manage customer engagement centre staffing

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:

- write and maintain job descriptions, position profiles and key performance indicators for staff
- use interview techniques to select staff
- analyse records of staff turnover and exit interviews and identify strategies to reduce churn
- analyse staff training requirements and identify and fill skill gaps
- conduct performance reviews with staff and produce a personal development plans
- set, review and audit staff remuneration and incentive schemes and processes
- maintain compliance with statutory and regulatory requirements.

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:

- outline the legislative and regulatory context and organisational policy framework relevant to staffing
- explain the organisational recruitment process including:
 - role definition
 - selection criteria
 - direct and indirect assessment processes
- identify a range of reward and recognition strategies and initiatives
- describe skill auditing and training gap analysis methodologies
- outline strategies for the development of a positive compliance culture
- describe succession planning principles
- describe training program design principles.

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:

- information and databases for analysis activities
- relevant legislation, regulations, standards and guidelines
- relevant workplace documentation and resources
- interaction with others
- case studies and, where possible, real situations.

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>