



Australian Government

Assessment Requirements for BSBCUE608 Manage customer engagement operational costs

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:

- analyse the fixed and variable costs of an operating customer engagement centre
- prepare, justify and present a budget
- communicate with stakeholders to obtain information and present and monitor the budget
- control and monitor the budget in compliance with regulations and financial control systems
- use and update the financial control system to ensure compliance.

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:

- explain accounting, benchmarking and budgeting principles
- outline cost-benefit analysis principles
- describe the financial delegation policy of organisation, financial control systems and requirements
- explain the organisational business objectives and goals, including operational and business planning
- outline risk assessment and management 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
- financial control systems
- budget documentation and reporting
- case studies and, where possible, real situations
- interaction with others.

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>