



Australian Government

BSBCUE608 Manage customer engagement operational costs

Release: 1

BSBCUE608 Manage customer engagement operational costs

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 manage costs in a customer engagement environment.

It applies to individuals who analyse, design and execute judgements using wide ranging technical, creative, conceptual or managerial competencies and who are often accountable for group outcomes.

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 Calculate cost	1.1 Identify cost generating engagement centre transactions 1.2 Calculate transaction costs 1.3 Identify clearly fixed and variable components of transaction costs
2 Prepare budget	2.1 Produce accurate estimates of expected revenue supported by business and financial records 2.2 Identify expected operating expenses based on realistic projections 2.3 Identify proposed capital expenditure based on business plans and estimates

ELEMENT	PERFORMANCE CRITERIA
	2.4 Work closely with stakeholders to identify factors that may influence operations and costs 2.5 Prepare justifiable high, low and expected budget scenarios
3 Present and justify budget	3.1 Deliver an effective presentation of customer engagement centre budget 3.2 Justify aspects of operating expenses, revenues and capital expenditure 3.3 Introduce qualitative information into justification when appropriate
4 Monitor budget performance	4.1 Correlate statistical performance of engagement centre to budget estimates 4.2 Closely monitor variations between actual budget reporting and expected budget 4.3 Maintain accurate tracking of accrued, invoiced and other costs 4.4 Identify cash flow implications for current and planned events 4.5 Communicate progress against budget to stakeholders
5 Control financial operations	5.1 Closely monitor reasonable threats to budget on a regular basis 5.2 Identify variations in engagement centre performance that present threats to financial performance 5.3 Identify operational strategies to minimise threats to budget 5.4 Regularly monitor staff compliance with financial delegation limits 5.5 Regularly update organisation's financial control systems

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	1.1, 2.2, 2.3, 5.2	Recognises and evaluates complex texts to determine key information
Writing	2.1, 3.2, 3.3, 4.5, 5.5	Develops material for a specific audience using clear and detailed language and numerical data in order to

		convey explicit information, requirements and recommendations Develops or reviews enterprise specific templates
Oral Communication	2.4, 3.1, 3.2, 3.3	- Clearly articulates information using relevant language appropriate to the audience and employs persuasive language in order to convey a specific message - Clearly articulates requirements using language appropriate to audience and environment and participates in a verbal exchange of ideas/solutions
Numeracy	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.5, 3.3, 4.1, 4.2, 4.3, 4.4	- Uses mathematical formula to calculate whole numbers and decimals to determine and predict the impact of different operational strategies - Analyses data using mathematical methodologies to predict different scenarios
Interact with others	2.4, 3.1, 4.5	- Collaborates with stakeholders to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion - Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to effectively present budgets
Get the work done	1.1, 2.1, 4.2, 4.5, 5.1-5.5	- Sequences and schedules complex operational cost-management activities, monitors implementation and manages relevant communication - Uses systematic, analytical processes in budget-monitoring and staff-compliance situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria - Uses formal analytical and lateral thinking techniques for identifying issues, generating and evaluating possible solutions to budget threats - Uses a range of digital applications to access,, extract, organise, integrate and share relevant budgetary or financial information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE608 Manage customer	BSBCCO608B Manage customer	Updated to meet Standards for Training	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
engagement operational costs	contact operational costs	Packages Name changed to reflect industry practice	

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 BSBCUE608 Manage customer engagement operational costs

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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

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