



Australian Government

Assessment Requirements for BSBOPS202

Engage with customers

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- engage with at least three different customers, by:
 - providing customer service according to organisational standards and guidelines
 - using communication equipment and systems efficiently and effectively
 - adapting communication techniques to suit customer profile and requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- operational environment, including customer base and products and services of the organisation
- organisational performance standards and customer service expectations
- organisational policies, procedures, protocols for customer engagement
- relevant product or service details
- equipment and systems to manage customer engagement
- customer service in different contexts and customer behaviour in different contexts
- sources of information to develop customer service skills including relevant organisational personnel
- follow-up considerations for customer queries, including:
 - engagement escalation policy
 - business rules and practices
 - customer expectations
- principles of customer service
- continuous improvement methods including customer retention strategies
- procedures for the operation of telecommunication equipment and systems, relevant to customer service.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace information and data
- performance management records and data and quality assurance guidelines
- customer engagement policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>