



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO302B Deploy customer service field staff

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i> Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. Critical aspects reviewed to succinctly address the essence of the unit. Replaces BSBCCO302A Deploy customer service field staff.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to deploy field staff to fulfil service commitments to customers. It assumes the use of enterprise information systems in the deployment process.

Competence in this unit requires effective compilation, despatch and control of work requests to field staff according to organisational requirements and customer expectations.

Application of the Unit

This unit applies in customer contact environments where the effective deployment of field staff is a required customer service function.

This work is undertaken with some supervision and guidance.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Create a despatch job for automatic despatch	1.1 Identify the need to create a job despatch order 1.2 Determine the impact of this work on resources and its urgency, in consultation with appropriate areas, business protocols, regulatory and legislative requirements 1.3 Enter necessary details into the appropriate work management system to create and automatically despatch job 1.4 Confirm automatic despatch, where necessary
2. Manually despatch and clear jobs	2.1 Identify the need to manually despatch a job 2.2 Communicate job details clearly to field staff 2.3 Enter job details into the appropriate work management system
3. Re-deploy field staff	3.1 Identify the need to re-deploy resources according to agreed priority 3.2 Liaise with relevant stakeholders and team members 3.3 Deliver job to field staff in a timely manner 3.4 Maintain accurate records relating to resources and their deployment
4. Create and send communication to field staff	4.1 Identify need for communication and relevant customers 4.2 Create clear and concise communication according to business protocols 4.3 Check information for clarity and accuracy 4.4 Obtain appropriate approvals before sending communication 4.5 Coordinate and monitor responses to communications

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication and negotiation skills to:
 - work effectively with internal and external customers
 - listen in order to understand customer service deployment issues and undertake necessary action
- literacy skills to clearly articulate requirements in work requests
- numeracy skills to read and enter data
- planning and organising skills to manage own tasks within required timeframes
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities
 - manage stress
 - work in a team environment
- time-management skills to work effectively in times of peak or fluctuating demand.

Required knowledge

- industry-specific terminology
- legislative and regulatory requirements relevant to the deployment of customer service field staff
- operational environment, including customer base, company products and services
- organisational policy, procedures, culture, values, mission, business goals and standards relevant to deploying customer service field staff
- work deployment systems.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • communicate with customers, staff and management • demonstrate knowledge of business protocols and requirements, including legislative and regulatory requirements relating to deploying customer service field staff • use systems to enter, maintain and control job details.
Context of and specific resources for assessment	Assessment must ensure access to: • workplace information and data • real or simulated workplace to discuss customer experience • performance management and quality assurance documentation • relevant legislation and regulatory codes.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate • direct observation during actual calls and follow-up • internal and external customer feedback • review of quality assurance feedback • review of data entry and error reports • oral and/or written questioning to assess knowledge of business protocols and requirements, including regulatory and legislative requirements • analysis of implementation of continuous improvement strategies • review of actual performance against targets.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBCCO301B Use multiple information systems • BSBCUS301B Deliver and monitor a service to customers.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Job may include:	• customer visits to provide services or to assess for service provision or sales • installation, maintenance and repair of products or services on customer site • work duties requiring travel to another site.
Resources may include:	• personnel, including field operatives • products • tools and equipment • transport.
Manual despatch may include:	• email • facsimile • message service • telephone call.
Job details may include:	• details required to identify and specify the work to be undertaken • estimated work time and work required • name and address of customer or work site • payment details • special instructions.
Communication may include:	• email • facsimile • telephone • transmission of work or job request electronically.
Business protocols may include:	• approved business requirements for the use of communications and work requests • guidelines for completion of the necessary information in line with organisational policies, procedures and standards, and legislative and regulatory requirements.

Unit Sector(s)

Stakeholder relations – contact centre operations

Custom Content Section

Not applicable.