



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO502A Establish a multicentre

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>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop strategies to establish organisational systems for a multicentre that administers product or service support or sales, or information enquiries from consumers. This may entail being responsible for staff involved in delivering customer service. In many instances the work will occur within the organisation's policies and procedures framework.

Application of the Unit

This unit applies in customer contact environments.

A multicentre may be operated through extensive open workspaces, with work stations that may include computers and a telephone set/headset connected to a telecom switch.

Multicentre oversight can be independently operated or networked with additional centres and linked to a corporate computer network.

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

Not applicable.

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. Plan the oversight of a multicentre	1.1 Assess the <i>nature of the multicentre</i> 1.2 Develop multicentre plan incorporating needs of <i>customers</i> in planning processes 1.3 Ensure plans achieve the <i>quality</i> , time and cost specifications agreed with customers
2. Design multicentre service	2.1 Develop and use <i>strategies</i> to monitor progress in achieving <i>product and service</i> targets and standards 2.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services 2.3 Develop, procure and use <i>resources</i> to provide quality products and services to customers 2.4 Develop strategies to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups 2.5 Record plans according to the organisation's systems and processes
3. Implement plans to establish the multicentre	3.1 Make provision for staffing or staff training requirements to facilitate achievement of targets and standards 3.2 Implement work processes and strategies 3.3 Implement monitoring processes to make provision for future evaluation of targets and standards

Required Skills and Knowledge

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

Required skills

- communication and negotiation skills to discuss system design features with colleagues
- planning and organising skills to establish and organise customer service delivery
- problem-solving skills to:
 - establish a centre
 - deal with complex and non-routine difficulties and the variety of service details associated with multiple service facets
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities.

Required knowledge

- multicentre service requirements
- multicentre establishment requirements
- multicentre systems operational capacity
- techniques for solving complaints, including the principles and techniques involved in the management and organisation of:
 - customer behaviour
 - customer needs research
 - customer relations
 - ongoing product and service quality
 - problem identification and resolution
- quality customer service delivery
- record keeping and management methods
- strategies for monitoring, managing and introducing ways to improve customer service relationships
- strategies to obtain customer feedback.

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: • develop plans, policies or procedures for delivering quality customer service • solve complex customer issues and multicentre system problems that lead to poor customer service • establish a service and operational practices • demonstrate knowledge of techniques for solving complaints.
Context of and specific resources for assessment	Assessment must ensure access to: • appropriate documentation and resources normally used in the workplace • information and databases for analysis activities • relevant legislation, standards and guidelines.
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: • assessment of written reports • demonstration of multicentre planning processes • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate • observation of performance in role plays • evaluation of leadership, supervision, coaching and mentoring used to assist colleagues to overcome difficulty in meeting customer service standards • review of strategies developed and used to monitor progress in achieving product and service targets and standards • review of records, reports and recommendations about managing customer service.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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.

<i>Nature of the multicentre</i> may include:	- independently operated or networked with additional centres - corporate computer network, including mainframes, microcomputers and local area networks (LANs) - telephony - voice and data pathways linked through computer telephony integration (CTI) .
<i>Customers</i> may be:	- board members - clients and purchasers of services - co-workers, peers and fellow frontline managers and supervisors - members of the general public who make contact with the organisation, such as prospective purchasers of services - potential funding bodies - suppliers of goods and services and contractors providing goods and services.
<i>Quality</i> may refer to:	characteristics of a product, system, service or process that meet the requirements of customers and interested parties.
<i>Strategies</i> may refer to:	- databases and other controls to record and compare data over time - electronic feedback mechanisms using intranet, internet and email - feedback forms and other devices to enable communication from customers - long-term or short-term plans for monitoring achievement of targets and standards and evaluating their effectiveness - policies and procedures, including policies for contact escalation - questionnaires, survey and interviews - training and development activities.
<i>Products and services</i> may include:	- goods - ideas - infrastructure - private and public sets of benefits.
<i>Resources</i> may include:	- buildings and facilities - equipment

	• finance • information • people • power and energy • technology • time.
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Unit Sector(s)

Stakeholder relations – customer service

Custom Content Section

Not applicable.