



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO608A Manage customer contact operational costs

Revision Number: 1

BSBCCO608A Manage customer contact operational costs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage costs in a customer contact environment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
------------------------	---

Application of the Unit

Application of the unit	This unit is applied in a customer contact environment which operates under a considerable degree of statistical control, utilising high levels of technology. It requires the application of well developed skills and knowledge in effective financial management and the management of the budgetary process. Competence in this unit requires accurate and comprehensive management of the budget and all associated reporting. It also requires extensive knowledge of the industry and marketplace, well developed analytical and research skills, and the ability to effectively work with data and statistics. This role is undertaken by those with managerial responsibility.
--------------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Calculate cost for contact centre operations	1.1. Accurately identify all cost generating contact centre transactions 1.2. Accurately calculate transaction costs 1.3. Identify clearly fixed and variable components of transaction costs
2. Prepare budget for customer contact operation	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 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 contact centre budget 3.2. Justify all 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 contact centre to budget estimates 4.2. Closely monitor all 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. Effectively communicate progress against budget to all stakeholders
5. Control financial operations of the customer contact operation	5.1. Closely monitor all reasonable threats to budget on a regular basis 5.2. Identify variations in contact centre performance which present threats to financial performance 5.3. Identify operational strategies to minimise threats to budget 5.4. Monitor staff compliance to financial delegation limits regularly

ELEMENT	PERFORMANCE CRITERIA
	5.5. Regularly update organisation's <i>financial control systems</i>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to analyse relevant workplace information and data, and to understand budget scenarios, sensitivities and threats
- attention to detail
- communication skills to conduct effective formal and informal meetings and to communicate effectively with personnel at all levels
- financial skills to manage budgetary resources
- information technology skills to organise and use data efficiently
- interpersonal skills to establish rapport; to build relationships with clients, team members and stakeholders; to establish relevant networks with key people
- leadership skills to gain the trust and confidence of colleagues and clients
- literacy skills to articulate ideas and information clearly; to prepare and present reports containing complex information, data and concepts
- negotiation and communication skills to gain positive budget outcomes for the contact centre
- numeracy skills to effectively deal with the data and statistical information required to establish and monitor the budget
- research skills to access relevant information and to consider all available options
- risk assessment and mitigation skills to identify threats to the customer contact centre budget and to implement any remedial actions.

Required knowledge

- accounting principles
- benchmarking principles
- budgeting principles
- cost/benefit analysis principles
- financial delegation policy of organisation, financial control systems and requirements
- organisational business objectives and goals including operational and business planning
- risk assessment and management principles.

Evidence Guide

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 following is essential:

- analysis of costs of operating customer contact operations
- preparation, justification and presentation of the budget
- control and monitoring of the budget and compliance with financial control systems
- knowledge of budgeting principles.

Context of and specific resources for assessment

Assessment must ensure:

- access to workplace information and data
- access to information and databases for analysis activities
- access to relevant standards and guidelines
- access to financial control systems, and budget documentation and reporting.

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
- review of feedback from stakeholders
- review of performance against targets/budget
- review of transaction cost report
- review of operations budget
- review of budget justification documentation
- review of budget performance tracking report
- oral and/or written questioning to assess knowledge of strategies to minimise threats to budget
- review of communication plan.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

EVIDENCE GUIDE

- | | |
|--|--|
| | <ul style="list-style-type: none">• BSBCCO601A Optimise customer contact operations• BSBMGT618A Develop a contact centre business plan. |
|--|--|

Range Statement

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>Transaction costs</i> may include:	• unit cost per transaction which may be comprised of: • administration costs • information technology costs • incentive payment costs • infrastructure costs • staff costs • support service costs • telecommunications services costs
<i>Revenue</i> may include:	• payment for outsource services • payments for services provided to organisation • performance incentives • sales and marketing incentives
<i>Operating expenses</i> may include:	• information technology costs • labour costs • recurring costs associated with operations • rental for facilities • repairs and maintenance costs • sales incentive payments • stationery • training costs • utilities costs
<i>Capital expenditure</i> may include:	• expenditure on depreciating assets • non-recurring costs • purchase of equipment • purchase of infrastructure
<i>Stakeholders</i> may include:	• back office support areas • billing • credit and collections • executive • finance • marketing and sales

RANGE STATEMENT	
	• regulatory • strategy and planning • other service areas
Statistical performance may include:	• abandoned call data • call volume and handling time data • customer satisfaction data • headcount and staffing data • occupancy and adherence data • overtime levels • sales conversion rates • sales data • service level data
Financial control systems may include:	• enterprise specific methods and tools for tracking and managing costs • financial delegation limits • reporting templates • system generated reports and alerts

Unit Sector(s)

Unit sector	
--------------------	--

Competency field

Competency field	Stakeholder Relations - Contact Centre Operations
-------------------------	---

Co-requisite units

Co-requisite units		

