

Contents

About this guide	5
Section 1: Meeting VET sector requirements	7
1.1 How Aspire's resources assist in meeting requirements	7
1.2 Resource quality assurance processes	16
Section 2: Unit of competency information	17
2.1 Unit of competency	17
2.2 Unit of competency assessment requirements	20
2.3 Aspire resources available for this unit	22
2.4 Target groups	24
Section 3: Training requirements	25
3.1 Delivery approach	25
3.2 Delivery plans	26
3.3 Learning mapping	34
3.4 Solutions – general guidance	40
3.5 Solutions to practice tasks	41
3.6 Solutions to learning checkpoints	47
Section 4: Assessment	60
4.1 Assessment approach	60
4.2 Assessment procedures	61
4.3 Assessment mapping	67
4.4 Assessment solutions and marking guidance	73
4.5 Completing the record of outcome	83
Section 5: Forms	85
Section 6: Glossary of VET terminology	86

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au .
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBCUS403 Implement customer service standards

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 contribute to quality customer service standards within an organisation.

It applies to individuals who may be frontline managers, team leaders or supervisors who have responsibility for ensuring that customer service systems and customer service standards are implemented.

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

Unit Sector

Stakeholder Relations – Customer Service

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>

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBCUS403 Implement customer service standards

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- access, interpret, apply and monitor customer service standards
- demonstrate compliance with customer service system and standards
- make contributions to improving or adapting customer service standards to better meet the needs of the organisation and the customers
- review and analyse customer feedback and make recommendations to address issues raised, including identifying the resources required
- make adjustments to improve customer service procedures including:
 - identifying and responding to problems
 - communicating with and encouraging staff
- coordinate and manage delivery of services and products to meet standards including:
 - planning and implementing team work activities
 - managing resources.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBCUS403 Implement customer service standards*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Contribute to quality customer service standards	
Suggested time allocation: 10 hours Suggested resources: <ul style="list-style-type: none"> Recommended reading Slide presentation software 	Slide nos: 2–18
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBCUS403 Implement customer service standards</i> , Release 1 Topic 1: Contribute to quality customer service standards	<ul style="list-style-type: none"> Internal and external customers Third parties Cultural diversity Best practice Customer service models and standards Employee empowerment Work health and safety (WHS) considerations Guarantees and warranties Continuous improvement cycle Terms of payment and credit terms Refunds, returns and exchanges policy Ethical practices Customer service charters Target markets Strategise
Suggested training strategies	
<ul style="list-style-type: none"> Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for <i>BSBCUS403 Implement customer service standards</i>. You may wish to discuss recognition of prior learning processes with learners at this stage. 	
<ul style="list-style-type: none"> Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit. 	

3.3 Learning mapping

BSBCUS403 Implement customer service standards, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Contribute to quality customer service standards			
1.1 Access, interpret, apply and monitor customer service standards in the workplace according to organisational standards, policies and procedures	1A Access, interpret, apply and monitor customer service standards	1	LC 1: Part A 3, 6, 7 Part B 2, 3
1.2 Make contributions to the development, refinement and improvement of customer service standards, policies and processes	1B Contribute to the development, refinement and improvement of customer service standards, policies and processes	2	LC 1: Part B 1, 2, 4
Element 2: Implement customer service systems			
2.1 Encourage all personnel to consistently implement customer service systems	2A Encourage personnel to consistently implement customer service systems	3	LC 2: Part A 1 Part B 4, 5
2.2 Review customer feedback in consultation with appropriate personnel and analyse when improving work practices	2B Review customer feedback in consultation with others, identify problems and make adjustments	4	LC 2: Part A 3, 4 Part B 1
2.3 Identify customer service problems and make adjustments to ensure continued service quality	2B Review customer feedback in consultation with others, identify problems and make adjustments	4	LC 2: Part B 1

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	<p>Part A – Questioning</p> <p>You will demonstrate a sound knowledge of the unit requirements in your responses.</p>
Select and complete one of the following	<p>Part B – Project: Implementing customer service standards at BizOps Enterprises</p> <p>You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment.</p> <p>OR</p> <p>Part C – Project: : Implementing customer service standards at work</p> <p>You will demonstrate your skills and knowledge by completing a project in your workplace.</p>
Select and complete one of the following	<p>Part D – Observation</p> <p>Your work performance will be documented while being observed by an assessor.</p> <p>OR</p> <p>Part E – Third-party report</p> <p>Your work performance will be documented using a third-party report completed by a relevant supervisor.</p>

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	BSBCUS403 Implement customer service standards, Release 1
Assessment tasks selected:	<p>Part A – Questioning</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part B – Project: : Implementing customer service standards at BizOps Enterprises</p> <p><input type="checkbox"/> Part C – Project: : Implementing customer service standards at work</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part D – Observation OR</p> <p><input type="checkbox"/> Part E – Third-party report</p>

4.3 Assessment mapping

BSBCUS403 Implement customer service standards, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Contribute to quality customer service standards					
1.1 Access, interpret, apply and monitor customer service standards in the workplace according to organisational standards, policies and procedures		P1	P1	O1	O1
1.2 Make contributions to the development, refinement and improvement of customer service standards, policies and processes		P2	P2		
Element 2: Implement customer service systems					
2.1 Encourage all personnel to consistently implement customer service systems		P3	P3		
2.2 Review customer feedback in consultation with appropriate personnel and analyse when improving work practices		P4	P4	O4	O4
2.3 Identify customer service problems and make adjustments to ensure continued service quality		P4	P4		
2.4 Communicate adjustments in service delivery to all those involved, within appropriate timeframes		P5	P5		

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	BSBCUS403 Implement customer service standards, Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		Satisfactorily completed
	Part A – Questioning	<input type="checkbox"/>
	<input type="checkbox"/> Part B – Project: Implementing customer service standards at BizOps Enterprises	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part C – Project: Implementing customer service standards at work	
	<input type="checkbox"/> Part D – Observation	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part E – Third-party report	