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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

BSBCUS501 Manage quality customer service

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 develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgment, using a range of problem solving and decision making strategies.

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

Prerequisite units

None

2.2 Unit of competency assessment requirements

Assessment requirements for BSBCUS501 Manage quality customer service

Modification History

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

Performance evidence	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> develop and manage organisational systems for quality customer service develop and review plans, policies and procedures for delivering and monitoring quality customer service implement policies and procedures to ensure quality customer service solve complex customer complaints and system problems that lead to poor customer service monitor and assist teams to meet customer service requirements develop, procure and use human and physical resources to support quality customer service delivery. <p>Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
Knowledge evidence	<p>To complete the unit requirements safely and effectively, the individual must:</p> <ul style="list-style-type: none"> outline the legislative and regulatory context of the organisation relevant to customer service describe organisational policy and procedures for customer service including handling customer complaints identify service standards and best practice models summarise public relations and product promotion outline techniques for dealing with customers including customers with specific needs explain techniques for solving complaints including the principles and techniques involved in the management and organisation of: <ul style="list-style-type: none"> customer behaviour customer needs research customer relations ongoing product and/or service quality problem identification and resolution quality customer service delivery record keeping and management methods

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBCUS501 Manage quality customer service*. 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: Plan to meet internal and external customer requirements	
Suggested time allocation: 20 hours Suggested resources: <ul style="list-style-type: none"> Recommended reading Slide presentation software 	Slide nos: 2–20
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBCUS501 Manage quality customer service</i> , Release 1 Topic 1: Plan to meet internal and external customer requirements	<ul style="list-style-type: none"> Personal factors Psychological factors Social factors Market orientation Knowledge management system (KMS) Customer relationship management (CRM) system Office software Market trends Customer service plan
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>BSBCUS501 Manage quality customer service</i>. The appendices of the learner guide provide details of the elements, performance criteria and performance and knowledge evidence that are required to demonstrate competence in this unit. 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. 	
<ul style="list-style-type: none"> Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment. 	
<ul style="list-style-type: none"> Encourage learners to maintain a learning journal as they undertake this unit of study. They should use the learning journal to record their workplace experience, their reflections on their learning, feedback they receive from trainers, supervisors, clients and their more experienced colleagues and their self-assessment of their performance in the workplace. Advise learners whether their learning journal could form a component of their assessment in this unit. The journal could be used 	

3.3 Learning mapping

BSBCUS501 Manage quality customer service, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Plan to meet internal and external customer requirements	Topic 1: Plan to meet internal and external customer requirements	n/a	n/a
1.1 Investigate, identify, assess, and include the needs of customers in planning processes	1A Investigate, identify, assess and include the needs of customers in planning processes	1	LC 1: Part A 1, 2, Part B 1
1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers	1B Ensure plans achieve the quality, time and cost specifications agreed with customers	2	LC 1: Part A 1, 2, Part B 2
Element 2: Ensure delivery of quality products and services	Topic 2: Ensure delivery of quality products and services	n/a	n/a
2.1 Deliver products and services to customer specifications within organisation's business plan	2A Deliver products and services to customer specifications within the organisation's business plan	3	LC 2: Part A 1, 2, 6
2.2 Monitor team performance to consistently meet the organisation's quality and delivery standards	2B Monitor team performance to consistently meet the organisation's quality and delivery standards	4	LC 2: Part A 3, 4, 6, Part B 1, 2
2.3 Help colleagues overcome difficulties in meeting customer service standards	2C Help colleagues overcome difficulties in meeting customer service standards	5	LC 2: Part A 5, 6, 7, 8
Element 3: Monitor, adjust and review customer service	Topic 3: Monitor, adjust and review customer service	n/a	n/a
3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards	3A Develop and use strategies to monitor progress in achieving product and service targets and	6	LC 3: Part A 1, 6, Part B 1

Section 4: Assessment

4.1 Assessment approach

Assessment is all about collecting evidence and making decisions as to whether or not a learner has achieved competency. Assessment confirms that the learner can perform to the expected workplace standard, as outlined in the units of competency.

This section contains marking guidance for the final assessment tasks in the corresponding Aspire learner guide.

It is an important responsibility of trainers and assessors to complete the assessment records themselves. This ensures all additional assessment activities deemed appropriate, outside those in the Aspire learner guide, are included in these records.

All assessment activities should be undertaken in conjunction with your training organisation's relevant course training and assessment strategy, policies and procedures.

4.3 Assessment mapping

BSBCUS501 Manage quality customer service, 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: Plan to meet internal and external customer requirements					
1.1 Investigate, identify, assess, and include the needs of customers in planning processes				O1	O1
1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers	Q1			O2, O4	O2, O4
Element 2: Ensure delivery of quality products and services					
2.1 Deliver products and services to customer specifications within organisation's business plan				O5	O5
2.2 Monitor team performance to consistently meet the organisation's quality and delivery standards		P3	P3	O10	O10
2.3 Help colleagues overcome difficulties in meeting customer service standards				O8	O8
Element 3: Monitor, adjust and review customer service					
3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards				O17	O17
3.2 Develop and use strategies to obtain customer feedback to	Q20			O18	O18

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:	BSBCUS501 Manage quality customer service, 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: Managing customer service at BizOps Enterprises	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part C – Project: Managing customer service at work	
	<input type="checkbox"/> Part D – Observation	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part E – Third-party report	