

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate III in Business Administration – BSB30407

Process customer complaints - BSBCMM301A

Target groups: This unit applies to individuals who are skilled operators and apply a broad range of competencies in various customer service contexts. They may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Discussion of organisational requirements	Develop ability to identify organisational and personal requirements to for diary / schedule items.	Access to relevant policy documentation
Role play/ Practical exercise	Develop ability to manage schedules by identifying and scheduling recurring appointments and deadlines, making alternative arrangements when needed and keeping records in accordance with organisational policy and procedures.	Access to resources and equipment normally used in the workplace.
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace or simulation of realistic workplace setting.

ASSESSMENT

Strategies	Performance Indicators	Resources
Practical exercise	Demonstrate ability to set schedules which meet individual and organisational needs and reflect understanding of occupational health and safety issues related to scheduling and workload.	Access to resources and equipment normally used in the workplace.
	Develop ability to manage schedules by identifying and scheduling recurring appointments and deadlines, prioritising schedule items and negotiating alternative arrangements when needed, in accordance with organisational policy and procedures.	
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	All elements	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting.

List any special requirements / issues / amendments for any particular target group.