

# BSBCUE205

Prepare for work in a customer engagement environment

# **Table of Contents (Extract)**

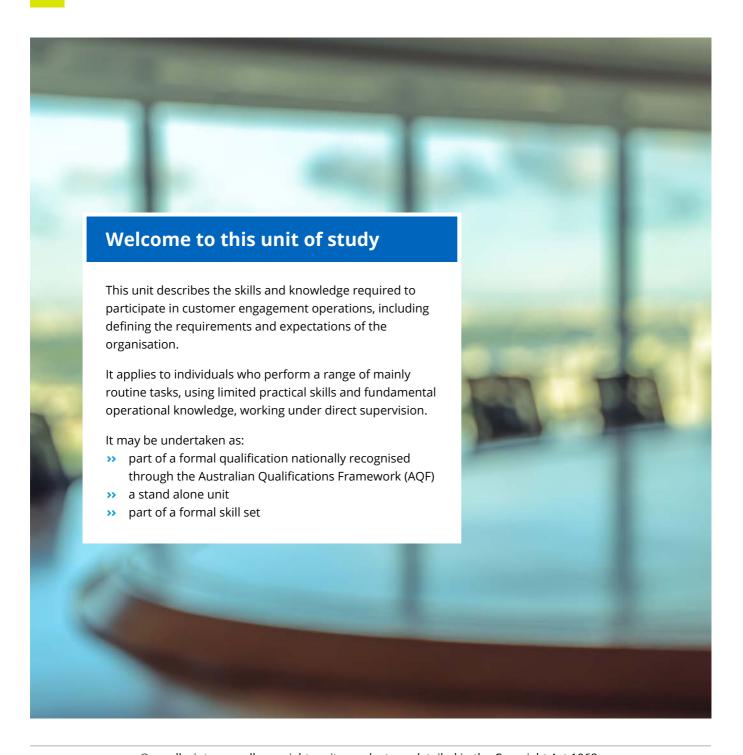
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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBCUE205.

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https://catapultlearning.com.au/product/BSBCUE205/

# Trainer/assessor guide BSBCUE205 Prepare for work in a customer engagement environment



## Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Relate own role to customer engagement operations	5
Customer engagement operations	5
Customer engagement role	8
Customer engagement infrastructure	12
Check your understanding	17
Topic 2: Reflect on personal performance	19
Resources and support	19
Reporting protocols	23
Regulatory/ legislative requirements	26
Personal performance requirements	28
Check your understanding	31
Topic 3: Maintain a professional approach to employment	33
Positive, ethical approach	33
Career objectives	36
Projecting professional image	38
Check your understanding	43
Topic 4: Participate in a workplace team	45
Team roles/ structure	45
Check your understanding	49
References	51
Assessment workbook	53
Unit information	55
What is competency-based assessment?	56
How will my competency be assessed?	57
Assessment agreement	58
Foundation skills checklist	59
Skills recognition	60
Topic 1: Relate own role to customer engagement operations	61
Topic 2: Reflect on personal performance	62
Topic 3: Maintain a professional approach to employment	63
Topic 4: Participate in a workplace team	64
Knowledge questions	65
Topic 1: Relate own role to customer engagement operations	66
Topic 2: Reflect on personal performance	73
Topic 3: Maintain a professional approach to employment	77
Topic 4: Participate in a workplace team	83

Performance tasks	85
Third party evidence collection agreement	86
Topic 1: Relate own role to customer engagement operations	87
Topic 2: Reflect on personal performance	89
Topic 3: Maintain a professional approach to employment	91
Topic 4: Participate in a workplace team	95
Completion record	96
Unit mapping and assessment checklist	97
Trainer/ assessor user instructions	99



## About this trainer/assessor guide

### **Learning resource**

The learning resource is divided into the following topics:

- >> Relate own role to customer engagement operations
- >> Reflect on personal performance
- >> Maintain a professional approach to employment
- >> Participate in a workplace team

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

#### **Assessment workbook**

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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