



CATAPULT

BSBCUE407

Administer customer engagement technology

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBCUE407.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBCUE407/>

Trainer/assessor guide

BSBCUE407

Administer customer engagement technology

Welcome to this unit of study

This unit describes the skills and knowledge required to manage, program, monitor and rectify potentially complex problems with telecommunications technology and improve functioning of multichannel equipment.

It applies to individuals who need to solve a defined range of unpredictable problems, analyse and evaluate information from a variety of sources, and who may provide leadership and guidance to others with some limited responsibility for the output of others.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Reprogram multichannel system software	5
Confirming details of system change	5
Selecting reprogramming methods.....	8
Check reprogramming against initial request.....	14
Check your understanding	15
Topic 2: Produce system reports.....	17
Confirming the purpose of a report	17
Generating system reports.....	19
Distributing and explaining reports	21
Check your understanding	23
Topic 3: Manage multichannel system faults	25
System faults	25
Escalating faults	27
Contingency planning.....	28
Check your understanding	31
Assessment workbook	33
Unit information	35
What is competency-based assessment?.....	36
How will my competency be assessed?.....	37
Assessment agreement	38
Foundation skills checklist.....	39
Skills recognition.....	40
Topic 1: Reprogram multichannel system software	41
Topic 2: Produce system reports.....	42
Topic 3: Manage multichannel system faults	43
Knowledge questions	44
Topic 1: Reprogram multichannel system software	45
Topic 2: Produce system reports.....	50
Topic 3: Manage multichannel system faults	54
Topic 4: Specific knowledge evidence	59
Performance tasks.....	62
Third party evidence collection agreement	63
Topic 1: Reprogram multichannel system software	64
Topic 2: Produce system reports.....	65
Topic 3: Manage multichannel system faults	66
Completion record.....	69
Unit mapping and assessment checklist	70
Trainer/ assessor user instructions.....	72

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Reprogram multichannel system software
- » Produce system reports
- » Manage multichannel system faults

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.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
