

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **BSBCCO302A – DEPLOY CUSTOMER SERVICE FIELD STAFF**  
**Field Of Study** : **Contact Centre Operations**

### What is this course all about?

This unit applies in any customer contact environment where the effective deployment of field staff is a required customer service function. It assumes the use of enterprise information systems in the deployment process.

### When you have finished this course you should be able to demonstrate your ability to:

#### Create a despatch job for automatic despatch - BSBCCO302A/01

- ❑ Identify the need for the creation of a job dispatch order
- ❑ Determine the impact of this work on resources and its urgency in consultation with appropriate areas, business protocols, regulatory and legislative requirements
- ❑ Enter accurately all necessary details into the appropriate work management system to create and automatically despatch job

#### Manually despatch and clear jobs- BSBCCO302A/02

- ❑ Identify the need to manually despatch a job
- ❑ Communicate job details clearly to field staff
- ❑ Enter job details accurately into the appropriate work management system

#### Re deploy field staff- BSBCCO302A/03

- ❑ Identify the need to re-deploy resources in accordance with agreed priority
- ❑ Liaise with relevant stakeholders
- ❑ Deliver job to field staff in a timely manner
- ❑ Maintain accurate records relating to resources and their deployment

## Create and send communication to field staff- BSBCCO302A/04

- ❑ Identify need for communication and relevant recipients
- ❑ Create clear and concise communication in accordance with business protocols
- ❑ Check information for clarity and accuracy
- ❑ Obtain appropriate approvals before sending communication
- ❑ Coordinate and monitor responses to communications

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff

### You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Communicating and negotiating to work effectively with internal and external customers
- ❑ Listening skills to understand and confirm the enquiry/problem and to undertake any necessary action
- ❑ Literacy skills to clearly articulate requirements in work requests
- ❑ Numeracy skills to accurately read and enter data
- ❑ Organisational skills to manage own tasks within timeframes
- ❑ Stress and time management skills to work effectively in times of peak or fluctuating demand
- ❑ Industry specific terminology
- ❑ Legislative and regulatory requirements
- ❑ Operational environment- customer base, company products and services
- ❑ Policy, procedures, culture, values, mission, business goals and standards
- ❑ Work deployment systems

### What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II to IV level.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-698 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) in order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support