# Bsbcus401b Assessment Answers

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The Assessment Key provides answers to the short-answer questions, ... Criterion 1.1 of Unit BSBCUS401B, can be gathered using Assessment Tasks 4.2.3 and 4.2.5.

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BSBCUS401 Coordinate implementation of customer service strategies Procedure 1. Review the customer service questions below. Note that this is an open-book assessment, so you may use your Student Workbook to assist you to answer these questions. 2.

#### BSBCUS401 Assessment 1 - BSBCUS401 Coordinate ...

risk management, there are 2 assignments bsbwhs401 assessment 1 what you have to do for this task you will need to focus on the legal requirements on organisations to comply with whs acts regulations a

#### risk management - there are 2 assignments bsbwhs401 ...

As s se essmmenntt TTaaskkss As sse essoorr GGuuiidde ... Answers to case study Work samples from a range of areas Practical demonstration Role playing a specific process ... answers The assessment activities associated with the unit of competency BSBCUS401A

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Introduction Contents. What's this unit about? Learning pathway and checklist How does it work? Assessment. What's this unit about? BSBCUS401A Coordinate implementation of customer service strategies. In this unit you will learn how to advise on, carry out and evaluate customer service strategies.

#### Coordinate implementation of customer service strategies

This unit replaces BSBCUS402A Address customer needs. Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. 27/Nov/2011: ... The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge ...

# training.gov.au - BSBCUS402B - Address customer needs

Application. This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies. It applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems, and who may provide guidance or delegate work related tasks to others.

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