



BSB40307 - Certificate IV in Customer Contact

COURSE OUTLINE

Who is this program for?

This program is for those who have contact with customers. This qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Duration

The duration of the course is 24 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Nil

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

A total of 13 units must be completed. There are 7 core units that are compulsory, and then a selection of 6 elective units must be made.

Qualification

At the completion of all units of competency, candidates are awarded with a Certificate IV in customer contact – BSB40307.

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Call/Contact Centre Agent, Customer Service Representative, Senior Customer Service Representative, or Telesales Representative.

Who can I contact for more information?

traineeships@changenetwork.com.au

CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCCO402A	Gather, collate and record information	This unit describes the performance outcomes, skills and knowledge required to gather, collate and accurately record information from a variety of sources including interviews and database systems.
BSBCUS401A	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBLED401A	Develop teams and individuals	This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.
BSBMGT403A	Implement continuous improvement	This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBMGT405A	Provide personal leadership	This unit describes the performance outcomes, skills and knowledge required to display high levels of personal leadership and to be a role model within the work environment.
BSBOHS407A	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
FNSICORG515B	Provide mentoring and coaching within the workplace	This unit covers the provision of mentoring and coaching within the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organisational goals and ensure career progression within the financial services industry.

ELECTIVE UNITS (Choose 7)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCOM401B	Organise and monitor the operation of compliance management system	This unit describes the performance outcomes, skills and knowledge required to organise and monitor the operation of a compliance program/management system established by an organisation. It has been designed to be consistent with AS 3806:2006 Compliance programs.

BSBCOM402B	Implement processes for the management of a breach in compliance requirements	This unit describes the performance outcomes, skills and knowledge required to identify, classify, investigate, rectify and report breaches in compliance requirements within an organisation. The processes will be as defined within the organisation's compliance program/management system. The unit has been designed to be consistent with AS 3806: 2006 Compliance programs.
BSBCOM403B	Provide education and training on compliance requirements and systems	This unit describes the performance outcomes, skills and knowledge required to effectively implement and maintain an organisation's established compliance program/management system. This may include the organisation of the development and provision of appropriate internal and external learning opportunities and resources. This unit has been designed to be consistent with AS 3806: 2006 Compliance programs.
BSBCOM404B	Promote and liaise on compliance requirements, systems and related issues	This unit describes the performance outcomes, skills and knowledge required to promote, communicate and liaise about an organisation's compliance requirements and commitments to staff, agents, contractors and other relevant third parties.
BSBCCO401A	Administer customer contact telecommunications technology	This unit describes the performance outcomes, skills and knowledge required to effectively manage, program, monitor and rectify problems with telecommunications technology.
BSBHRM402A	Recruit, select and induct staff	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.
BSBINM401A	Implement workplace information system	This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.
BSBINN301A	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBMGT401A	Show leadership in the workplace	This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.
BSBMGT402A	Implement operational plan	This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.
BSBPMG404A	Apply quality management techniques	This unit describes the performance outcomes, skills and knowledge required to enhance project outcomes through contributing to quality planning, applying quality policies and procedures and contributing to continuous improvement within projects.

BSBPMG407A	Apply risk management techniques	This unit describes the performance outcomes, skills and knowledge required to assist with aspects of risk management within a project. It specifically involves assisting the project team to plan for, control and review risks associated with the project.
BSBPMG510A	Manage projects	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.
BSBSLS501A	Develop a sales plan	This unit describes the performance outcomes, skills and knowledge required to develop a sales plan for a product or service for a team covering a specified sales territory based on strategic objectives and in accordance with established performance targets.
BSBSLS502A	Lead and manage a sales team	This unit describes the performance outcomes, skills and knowledge required to plan, implement, direct and evaluate sales team activities.
BSBSUS301A	Implement and monitor environmentally sustainable work practices	This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.
BSBWOR401A	Establish effective workplace relationships	This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.
BSBWOR403A	Manage stress in the workplace	This unit describes the performance outcomes, skills and knowledge required to manage own stress and the stress of others stress in a team environment.
CHCINF5B	Meet statutory and organisational information requirements	Ensuring the information system of the organisation is effective and efficient.
CHCPOL3A	Undertake research activities	Implementing research relevant to operations of the organisation.
PSPPM402B	Manage simple projects	This unit covers management of generally low risk projects that may be small scale and managed by one person or a person with a small team. It includes implementing project start up activities, coordinating project implementation, monitoring the project and arranging follow up activities. Contract management requirements are not included as this aspect is addressed by units of competency within the Competency field of Procurement and Contract Management.