



Certificate IV in Customer Contact (BSB40307)

Course Overview

Certificate IV in Customer Contact provides participants with the skills and knowledge necessary to lead, manage and supervise call centre and customer contact operations effectively. This qualification has a range of subject options to enable contact centres to select the skills that their staff would benefit from training in. It is ideal for experienced employees working in a customer contact environment.

Qualification

Upon successful completion of this course students will be awarded the nationally recognised qualification Certificate IV in Customer Contact (BSB40307).

Course Requirements

13 units of competency must be completed including 7 core units and 6 elective units.

The above elective units are a guide only. Our experienced and highly qualified training staff will be able to conduct a Training Needs Analysis and indicate elective units appropriate to the individual's vocational aspirations.

CORE UNITS (Complete all)	
Code	Unit Title
BSBCCO402A	Gather, collate and record information
BSBCUS401A	Coordinate implementation of custom services strategies
BSBLED401A	Develop teams and individuals
BSBMGT403A	Implement continuous improvement
BSBMGT405A	Provide personal leadership
BSBOHS407A	Monitor a safe workplace
FNSICORG515A	Provide mentoring and coaching within the workplace

Electives (complete a minimum of 6 units)	
Code	Unit Title
BSBCOM401B	Organise and monitor the operation of compliance management system
BSBCOM402B	Implement processes for the management of a breach in compliance requirements
BSBSLS502A	Lead and manage a sales team
BSBMGT401A	Show leadership in the workplace
BSBHRM402A	Recruit, select and induct staff
BSBINM401A	Implement workplace information system
BSBINN301A	Promote innovation in team environment
BSBWOR401A	Establish effective workplace relationships

Vocational Outcomes

Supervisor, call centre/customer service team leader in a diverse range of organisations such as insurance, market research, health, banks and government organisations.

Develop your Employability Skills

The development of Employability Skills is integrated into the delivery and assessment of this qualification. Employability Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. The Employability Skills Summary lists the elements of each skill that have been identified for this qualification. The summary can be downloaded from <http://employabilityskills.training.com.au/>

Delivery Strategy

Customised Training offers a variety of delivery options including classroom based and on-the-job, allowing participants the freedom to complete this qualification at their own pace under the guidance of one of our trainers. Participants will also be required to complete written assessment tasks.

Prerequisites

No formal prerequisites are required for this qualification.

Learning Pathway

Customised Training encourages you to continue learning through either formal or informal pathways. Informal ways of learning include finding a mentor, becoming a member of your industry association or participating in short courses. The formal pathway for this qualification is the Diploma of Management (BSB51107) or you may want to consider a higher education degree or diploma. A helpful career website to refer to is www.myfuture.gov.au

Recognition of Prior Learning/ Recognition of Current Competency

Recognition of Prior Learning/ Recognition of Current Competency enable a participant to receive recognition for the current skills, knowledge and experience they possess regardless of where the learning was obtained. These skills can be gained from:

- Previous study
- Work experience
- General life experience
- Prior qualifications and/or results

RPL/RCC ensures the knowledge and skills previously gained are applied to the qualification criteria. RPL/RCC can assist in identifying what training may be required to complete the qualification, avoiding any unnecessary training.

Participants are encouraged to discuss possible RPL/RCC application prior to commencement of training.

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