

Course Outline

BSB40307 Certificate IV in Customer Contact

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Analyst
- Quality Assurance Coordinator or Manager
- Scheduler
- Subject Matter Expert/Coach
- Team Leader.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Distance education gives the individual the flexibility to design a program that suits their needs. Whether looking to launch a career or up skill in an existing role, the Work Plus Development & Training model allows the flexibility to make it work.

Work Plus Development & Training view distance education and workplace education equally, with both achieving the same quality service delivery and nationally recognised qualifications.

In order to ensure that the business and the individuals gain the most out of this qualification, a **flexible** approach is taken by Work Plus Development + Training, which includes:

- Undertaking a Training Needs Analysis with the business and the individuals...
- ...Negotiating the “Planned Outcomes” with the business and the individuals...
- ...Provision of quality learning and assessment resources...

... and as distance education participants, there is still plenty of opportunity to access Work Plus Development & Training’s qualified consultants, using a range of methods including...

- ...Telephone & Facsimile
- ...Email
- ...Online Forums & Blogs

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

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or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**

Certificate IV in Customer Contact – the qualification rules

Requiring 13 units for the qualification.

Seven (7) units:

- BSBCCO402A Gather, collate and record information
- BSBCUS401A Coordinate implementation of customer service 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

6 elective units

The 6 elective units may be selected from the list below, or from this or any other nationally endorsed Training Package.

Where elective units are being chosen from other Training Package qualifications, up to 2 of the 6 elective units may be selected from Certificate III or Diploma qualifications. The remaining 4 elective units must be chosen from equivalent level qualifications.

- BSBCOM401B Organise and monitor the operation of compliance management system
- BSBCOM402B Implement processes for the management of a breach in compliance requirements
- BSBCOM403B Provide education and training on compliance requirements and systems
- BSBCOM404B Promote and liaise on compliance requirements, systems and related issues
- BSBCCO401A Administer customer contact telecommunications technology
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBHRM402A Recruit, select and induct staff
- BSBINM401A Implement workplace information system
- BSBINN301A Promote innovation in a team environment
- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBPMG404A Apply quality management techniques
- BSBPMG407A Apply risk management techniques
- BSBPMG510A Manage projects
- BSBSLS501A Develop a sales plan
- BSBSLS502A Lead and manage a sales team
- BSBWOR401A Establish effective workplace relationships
- BSBWOR403A Manage stress in the workplace
- CHCINF5B Meet statutory and organisational information requirements
- CHCPOL3A Undertake research activities
- PSPPM402B Manage simple projects
- THHGCS06B Plan and implement sales activities
- THHGLE05B Roster staff

Pathways from the qualification

After achieving the BSB40307 Certificate IV in Customer Contact candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

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