

Qualification Outline

Certificate IV in Customer Contact

Code: BSB40307

QUALIFICATION PACKAGING RULES

13 units must be selected for this qualification

7 Core units *plus*

6 Elective units

Core Unit

● 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

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
● 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
● BSBLS501A	Develop a sales plan
● BSBLS502A	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

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: admin@setraining.com.au