
Certificate IV in Customer Contact BSB40307

Description

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 output of others. 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



Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Candidates may enter into the qualification through a number of entry points demonstrating potential to undertake vocational education and training at certificate level, including:

- after achieving the BSB30207 Certificate III in Customer Contact or other relevant qualification/s OR
- providing evidence of competency in the majority of units required for the BSB30207 Certificate III in Customer Contact or other relevant qualification/s OR
- with some vocational experience assisting in a range of support roles without a formal business qualification

After achieving the BSB40307 Certificate IV in Customer Contact, candidates may undertake the BSB50307 Diploma of Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles, or a range of other Diploma qualifications.

Qualification Rules

7 Core Units + 6 Elective Units = 13 Units

Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace. You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

7 Core 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 may be chosen from those below, or any currently endorsed national Training Package:

BSBCOM401B	Organise and monitor the operation of compliance management system
BSBCOM402B	Implement processes for the management of a breach of compliance requirements
BSBCOM403B	Provide education and training on compliance requirements and systems
BSBCOM404B	Promote and liaise on compliance requirements, systems and related issues

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