

Certificate IV in Customer Contact BSB40307

Qualification Rules:

Total number of units = 13

7 core units plus

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.

Electives must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07Business Services Training Package.

Core Units

Contact Centre Operations

BSBCCO402A Gather, collate and record information

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

Learning and Development

BSBLED401A Develop teams and individuals

Management

BSBMGT403A Implement continuous improvement

BSBMGT405A Provide personal leadership

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Imported Units

FNSICORG515A Provide mentoring and coaching within the workplace

Elective Units

Compliance

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

Contact Centre Operations

BSBCCO401A Administer customer contact telecommunications technology Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

Human Resource Management

BSBHRM402A Recruit, select and induct staff

Information Management

BSBINM401A Implement workplace information system

Innovation

BSBINN301A Promote innovation in a team environment

Management

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

Project Management

BSBPMG404A Apply quality management techniques

BSBPMG407A Apply risk management techniques

BSBPMG510A Manage projects

Sales

BSBSLS501A Develop a sales plan

BSBSLS502A Lead and manage a sales team

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR403A Manage stress in the workplace

Imported Units

CHCINF5B Meet statutory and organisational information requirements

CHCPOL3A Undertake research activities

PSPPM402B Manage simple projects

THHGCS06B Plan and implement sales activities

THHGLE05B Roster staff