Australian Government

Department of Education, Employment and Workplace Relations

BSB40307 Certificate IV in Customer Contact

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB40307 Certificate IV in Customer Contact

Modification History

Not applicable.

Description

Descriptor
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

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

Qualification Pathways

Entry requirements
There are no entry requirements for this qualification.

Pathways into the qualification
Candidates may enter the qualification through a number of entry points including:

- BSB30207 Certificate III in Customer Contact or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Call/Contact Centre Agent
- Customer Service Representative
- Senior Customer Service Representative
- Telesales Representative.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification
After achieving the BSB40307 Certificate IV in Customer Contact, candidates may undertake:

- BSB50307 Diploma of Customer Contact.

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Licensing/Regulatory Information

Licensing, **Legislative**, **Regulatory or Certification Considerations**
There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

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Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY
Qualification Code and Title The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	• having the ability to transfer information centre's operational plan, goals, new products and services to team/project members • reading and interpreting a range of reports and information • writing team/project plans, documents and reports
Teamwork	• developing a team culture and identity • managing a team and applying knowledge of one's own role to achieve team goals • working with diverse persons and groups
Problem-solving	• analysing information and reports • dealing with complex customer complaints and escalations • working through alternatives and improvements
Initiative and enterprise	• contributing to suggestions for improvements to team operations, products, services and processes • supporting operational plan and organisation's goals
Planning and organising	• developing team plans • managing learning and development plans for team members • planning team resources, targets and performance levels
Self-management	• managing own performance and motivating others • managing own time and work priorities • managing stress in the workplace
Learning	• learning new ideas, skills and techniques • providing appropriate information on systems, products and services to team members
Technology	• using electronic communication devices and processes i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email to support team management • using technology to assist the manipulation of information and to maximise performance (Technology requirements may be modified for people with a

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	disability)

Packaging Rules

Packaging Rules
Total number of units = **13** **7 core units** plus The **6 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. Where elective units are being chosen from other Training Packages or accredited courses 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. **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**

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Packaging Rules	
FNSICORG515B	Provide mentoring and coaching within the workplace

Elective units

Compliance

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

Contact Centre Operations

BSBCCO401A	Administer customer contact telecommunications technology

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

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices

Workplace Effectiveness

BSBWOR401A	Establish effective workplace relationships

Packaging Rules
BSBWOR403A   Manage stress in the workplace

Imported Units

CHCINF5B   Meet statutory and organisational information requirements

CHCPOL3A   Undertake research activities

PSPPM402B   Manage simple projects

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

Analyst

7 core units plus:

- BSBPMG404A   Apply quality management techniques
- BSBPMG407A   Apply risk management techniques
- BSBRES401A   Analyse and present research information
- CHCINF5B   Meet statutory and organisational information requirements

Scheduler

7 core units plus:

- BSBADM409A   Coordinate business resources
- CHCPOL3A   Undertake research activities
- THHGLE05B   Roster staff

Quality Assurance Coordinator or Manager

7 core units plus:

- CHCINF5B   Meet statutory and organisational information requirements

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