



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB40311 Certificate IV in Customer Contact**

**Release: 1**

## BSB40311 Certificate IV in Customer Contact

### Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i> . <i>Replaces BSB40307 Certificate IV in Customer Contact</i>

### Description

This qualification reflects the role of individuals who typically undertake complex customer interactions, often as a team leader and with significant authority to delegate.

Duties at this level may include using multi-channel communications; receiving and responding to complex customer requests or enquiries; handling customer complaints; applying key performance indicators; leading a team; coaching staff; scheduling and organising; and gathering, interpreting and organising data capture.

Candidates undertaking this qualification require sound communication and interpersonal skills.

They may provide technical advice and support to a team.

#### Job roles

Possible job roles relevant to this qualification include:

- contact centre team leader
- quality assurance coordinator
- customer contact coach
- analyst
- scheduler
- complex enquiry customer contact operator.

### Pathways Information

#### Pathways into the qualification

Preferred pathway for candidates considering this qualification include:

- BSB30211 Certificate III in Customer Contact or other relevant qualifications
- vocational experience assisting in a range of support roles without a formal business qualification.

#### Pathways from the qualification

BSB50311 Diploma of Customer Contact or a range of other Diploma qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

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	<ul style="list-style-type: none"> <li>• transferring information centre's operational plans, goals, new products and services to team and project members</li> <li>• reading and interpreting a range of reports and information</li> <li>• writing team and project plans, documents and reports</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a team culture and identity</li> <li>• managing a team and applying knowledge of one's own role to achieve team goals</li> <li>• working with diverse persons and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing information and reports</li> <li>• dealing with complex customer complaints and escalations</li> <li>• working through alternatives and improvements</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing to suggestions for improvements to products, services and processes</li> <li>• supporting operational plans and organisational goals</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing team plans</li> <li>• managing learning and development plans for team members</li> <li>• planning team resources, targets and performance levels</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own performance and motivating others</li> <li>• managing own time and work priorities</li> <li>• managing stress in the workplace</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• learning new ideas, skills and techniques</li> <li>• providing appropriate information on systems, products and services to team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes to support team management, i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email</li> <li>• using technology to assist the manipulation of information and to maximise performance</li> </ul>

## Packaging Rules

**Total number of units = 13**

**3 core units *plus***

**10 elective units** of which:

- 4 units must be from Group A elective units below
- the remaining 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course
- up to 2 units may be from a Certificate III level qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core units

BSBCUS401B Coordinate implementation of customer service strategies

BSBLED401A Develop teams and individuals

BSBOHS407A Monitor a safe workplace

### Elective units

#### Group A

BSBCCO403A Schedule customer contact activity

BSBCCO404A Collect, analyse and record information

BSBCCO405A Survey stakeholders to gather and record information

BSBCCO406A Run a multicentre

BSBCCO407A Administer customer contact technology

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

BSBMGT401A Show leadership in the workplace

BSBMKG402B Analyse consumer behaviour for specific markets

BSBWOR403A Manage stress in the workplace

#### Group B

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

BSBHRM402A Recruit, select and induct staff

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBLED501A Develop a workplace learning environment

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

BSBMGT405A Provide personal leadership

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  
BSBSUS301A Implement and monitor environmentally sustainable work practices  
BSBWOR401A Establish effective workplace relationships  
CHCINF505C Meet statutory and organisation information requirements  
CHCPOL403B Undertake research activities  
ICASAS305A Provide IT advice to clients

## **Custom Content Section**

Not applicable.