Australian Government

BSB40312 Certificate IV in Customer Contact

Release: 1

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Modification History

Release	Comments
Release 1	This Qualification first released with *BSB07 Business Training Package version 7.0.* Replaces and is equivalent to BSB40311 Certificate IV in Customer Contact. Updated Core Unit: • BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

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.

Innovation and Business Skills Australia

Entry Requirements

There are no entry requirements for this qualification.

Innovation and Business Skills Australia

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	• communicating with team members and management to ensure open communication channels and to clarify issues • resolving conflict and disputes in the work team
Teamwork	• being a role model for other team members • consulting and developing objectives with the work team
Problem-solving	• developing risk management approaches • developing techniques to address faults and inefficiencies
Initiative and enterprise	• identifying and developing opportunities for improved work practices
Planning and organising	• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance • preparing work plans and budgets
Self-management	• actively seeking feedback on own performance from clients and colleagues • prioritising tasks
Learning	• coaching and mentoring colleagues and team members to support the introduction of change
Technology	• using business technology such as computer programs and telecommunications to collect and manage information

Packaging Rules

Total number of units = 10
4 core units plus
6 elective units

At least **3** of the **elective units** must be selected from the elective units listed below.

The remaining **3 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. If not listed below, **1 unit** may be selected from either a Certificate III or Diploma qualification.

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

Core units

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWHS401A meet	Implement and monitor WHS policies, procedures and programs to legislative requirements
BSBWOR402A	Promote team effectiveness

Elective units

Customer Service

BSBCUS401B	Coordinate implementation of customer service strategies
BSBCUS402B	Address customer needs
BSBCUS403B	Implement customer service standards

Financial Administration

BSBFIA402A	Report on financial activity

General Administration

BSBADM409A	Coordinate business resources

Information Management

BSBINM401A	Implement workplace information system

Innovation

BSBINN301A	Promote innovation in a team environment

Interpersonal Communication

BSBCMM401A	Make a presentation

IT Support

BSBITS401B	Maintain business technology

Learning and Development

BSBLED401A	Develop teams and individuals

Management

BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff

Marketing

BSBMKG413A	Promote products and services

Project Management

BSBPMG510A	Manage projects
BSBREL402A	Build client relationships and business networks

Relationship Management

BSBREL401A	Establish networks

Research

BSBRES401A	Analyse and present research information

Risk Management

BSBRSK401A	Identify risk and apply risk management processes

Sustainability

BSBSUS301A	Implement and monitor environmentally sustainable work practices

Workplace Effectiveness

BSBWOR401A	Establish effective workplace relationships
BSBWOR404B	Develop work priorities

Writing

BSBWRT401A	Write complex documents