



**Australian Government**

# **BSB40312 Certificate IV in Customer Contact**

**Release 2**

## BSB40312 Certificate IV in Customer Contact

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <ul style="list-style-type: none"><li>• Elective units:<ul style="list-style-type: none"><li>• BSBHRM402A replaced with BSBHRM405A</li><li>• BSBPMG404A Apply quality management techniques replaced with BSBPMG411A Apply <i>project</i> quality management techniques</li><li>• BSBPMG407A Apply risk management techniques replaced with BSBPMG415A Apply <i>project</i> risk management techniques</li><li>• BSBPMG510A replaced with BSBPMG522A.</li></ul></li></ul>
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB40311 Certificate IV in Customer Contact.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</li></ul>

## 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>communicating with team members and management to ensure open communication channels and to clarify issues</li><li>resolving conflict and disputes in the work team</li></ul>
Teamwork	<ul style="list-style-type: none"><li>being a role model for other team members</li><li>consulting and developing objectives with the work team</li></ul>
Problem-solving	<ul style="list-style-type: none"><li>developing risk management approaches</li><li>developing techniques to address faults and inefficiencies</li></ul>
Initiative and enterprise	<ul style="list-style-type: none"><li>identifying and developing opportunities for improved work practices</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance</li><li>preparing work plans and budgets</li></ul>
Self-management	<ul style="list-style-type: none"><li>actively seeking feedback on own performance from clients and colleagues</li><li>prioritising tasks</li></ul>
Learning	<ul style="list-style-type: none"><li>coaching and mentoring colleagues and team members to support the introduction of change</li></ul>
Technology	<ul style="list-style-type: none"><li>using business technology such as computer programs and telecommunications to collect and manage information</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

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### 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

BSBHRM405A Support the recruitment, selection and induction of 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  
BSBPMG411A Apply project quality management techniques  
BSBPMG415A Apply project risk management techniques  
BSBPMG522A Undertake project work  
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  
CHCINF505D Meet statutory and organisation information requirements  
CHCPOL403C Undertake research activities  
ICASAS305A Provide IT advice to clients