



**Australian Government**

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

# **BSB60307 Advanced Diploma of Customer Contact**

**Revision Number: 1**

## **BSB60307 Advanced Diploma of Customer Contact**

### **Modification History**

Not applicable.

## Description

### Descriptor

This qualification reflects the role of individuals who analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad. These individuals are often accountable for group outcomes.

### Job Roles

- Contact Centre Manager
- Customer Service Manager
- Operations Manager
- Workforce Manager.
- 

## 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:

- BSB50307 Diploma of 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:

- Analyst
- Campaign Manager
- Project Manager
- Quality Assurance/Compliance Officer
- Scheduler
- Subject Matter Expert/Coach
- Team Leader (experienced)
- Team Supervisor/Manager.

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

#### *Pathways from the qualification*

After achieving this qualification candidates may choose to undertake studies at higher education level.

## **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.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION 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>• having the ability to transfer information centre's operational plan, goals, new products and services to team/project members</li> <li>• presenting complex and strategic information in a variety of formats</li> <li>• reading and interpreting a range of reports and information</li> <li>• writing team/project plans, documents and reports</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a team culture and identity</li> <li>• managing multiple teams and applying knowledge of organisation's goals to team/centre performance</li> <li>• working in cross organisational leadership teams</li> <li>• working with diverse persons and groups (internally and externally)</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing information, statistics and reports</li> <li>• contributing to achievement of quality assurance standards</li> <li>• identifying quality and process improvements</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• advocating for the contact centre within an organisational context</li> <li>• implementing improvements, systems and processes</li> <li>• implementing operational plan to support organisation's goals</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing centre and organisational plans</li> <li>• managing learning and development plans for team members</li> <li>• planning centre resources, targets and performance levels</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• ensuring compliance with legislation such as occupational health and safety</li> <li>• managing own time and work priorities</li> <li>• managing own performance and motivating others</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• implementing learning and development strategies</li> <li>• managing learning of centre and direct reports</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email to support centre management</li> <li>• using technology to assist the manipulation of information and</li> </ul>

**EMPLOYABILITY SKILLS QUALIFICATION SUMMARY**

	<p>maximise centre performance</p> <p>(Technology requirements may be modified for people with a disability)</p>
--	--

**Packaging Rules****Packaging Rules**

**Total number of units = 10**

**8 elective units** must be selected from the **Group A** units listed below.

**The remaining 2 elective units** may be selected from the **Group B** units listed below or any currently endorsed Training Package or accredited course at the same qualification level.

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

**Elective Units****Group A units****Contact Centre Operations**

BSBCCO501A	Develop business continuity strategies
BSBCCO601A	Optimise customer contact operations
BSBCCO602A	Manage customer contact information
BSBCCO604A	Develop and maintain a service level strategy
BSBCCO608A	Manage customer contact operational costs
BSBCCO609A	Integrate customer contact operations within the organisation

**IT Analysis and Design**

BSBITA601A Configure and optimise customer contact technology

**Management**

BSBMGT405A	Provide personal leadership
BSBMGT605B	Provide leadership across the organisation
BSBMGT618A	Develop a contact centre business plan

**Group B units****Compliance**

BSBCOM601B	Research compliance requirements and issues
BSBCOM602B	Develop and create compliance requirements
BSBCOM603B	Plan and establish compliance management systems

**Contact Centre Operations**

BSBCCO603A	Design and launch new customer contact facilities
BSBCCO605A	Develop and maintain a customer contact marketing strategy
BSBCCO606A	Forecast and plan using customer contact traffic information analysis
BSBCCO607A	Manage customer contact centre staffing

**Diversity**

BSBDIV601A	Develop and implement diversity policy
------------	--

**General Administration**

BSBADM407B	Administer projects
BSBADM409A	Coordinate business resources

**Human Resource Management**

BSBHRM503B	Manage performance management systems
BSBHRM505B	Manage remuneration and employee benefits
BSBHRM506A	Manage recruitment, selection and induction processes
BSBHRM507A	Manage separation or termination
BSBHRM509A	Manage rehabilitation or return-to-work programs
BSBHRM604A	Manage employee relations

**Learning and Development**

BSBLED502A	Manage programs that promote personal effectiveness
BSBLED701A	Lead personal and strategic transformation
BSBLED702A	Lead learning strategy implementation
BSBLED705A	Plan and implement a mentoring program

**Management**

BSBMGT615A	Contribute to organisation development
------------	--

**Marketing**

BSBMKG610A	Develop, implement and monitor a marketing campaign
------------	---

**Project Management**

BSBPMG501A	Manage application of project integrative processes
BSBPMG502A	Manage project scope
BSBPMG503A	Manage project time
BSBPMG504A	Manage project costs
BSBPMG505A	Manage project quality
BSBPMG506A	Manage project human resources
BSBPMG507A	Manage project communications
BSBPMG508A	Manage project risk
BSBPMG509A	Manage project procurement
BSBPMG510A	Manage projects

**Public Relations**

BSBPUB504A	Develop and implement crisis management plans
------------	---

**Quality Auditing**

BSBAUD503B	Lead a quality audit
------------	----------------------

**Risk Management**

BSBRSK501A	Manage risk
------------	-------------

**Sustainability**

BSBSUS501A	Develop workplace policy and procedures for sustainability
------------	--

**Workplace Effectiveness**

BSBWOR403A	Manage stress in the workplace
------------	--------------------------------

**Imported units**

ICAA5056B	Prepare disaster recovery and contingency plans
-----------	---

**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.

**Contact Centre Manager (new contact centre)****8 core units** including:

- BSBCCO501A Develop business continuity strategies

**2 elective units** selected from:

- BSBCCO603A Design and launch new customer contact facilities



- BSBCCO605A Develop and maintain a customer contact marketing strategy
- BSBCCO606A Forecast and plan using customer contact traffic information analysis
- BSBHRM604A Manage employee relations
- BSBMGT615A Contribute to organisation development
- BSBRSK501A Manage risk