

BSB40307 Certificate IV in Customer Contact



Your Course Guide

BSB40307 Certificate IV in Customer Contact

Australian Salesmasters Training Company (RTO #6854)

Address: Suite 317, 30-40 Harcourt Parade, Rosebery NSW 2018
PO Box 638, Rosebery NSW 1445

Phone: 02 9700 9333 **Int:** 612 9700 9333 **Fax:** 02 9700 8988

Email: kathy@thesalesmasters.com

Website: www.thesalesmasters.com



The Certificate IV in Customer Contact provides customer service agents, sales representatives and team members engaged in customer contact the strategies to develop key skills and knowledge applicable to a wide range of everyday situations. It is a must if you are looking for a competitive edge for your team. This course is customised to your specific needs.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The course provides participants with a working knowledge of how to provide both internal and external customers with a better customer experience. When you have completed this course, you will be able to:

- Implement continuous improvement
- Display greater individual effectiveness
- Apply OH&S standards
- Implement workplace information systems
- Address customer needs
- Apply customer service strategies
- Develop work priorities
- Promote innovation
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• 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



(Continued Page 3)

HOW LONG DOES THE COURSE TAKE?

Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

EMPLOYABILITY SKILLS CONT.

- **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 disability)

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 13 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBOHS407A (Core)	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBCCO402A (Core)	Gather, collate and record information	This unit describes the performance outcomes, skills and knowledge required to gather, collate and accurately record information from a variety of sources including interviews and database systems.
BSBCUS401A (Core)	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBLED401A (Core)	Develop teams and individuals	This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.
BSBMGT403A (Core)	Implement continuous improvement	This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBMGT405A (Core)	Provide personal leadership	This unit describes the performance outcomes, skills and knowledge required to display high levels of personal leadership and to be a role model within the work environment.
FNSICORG515A (Core)	Provide mentoring and coaching within the workplace	This unit covers the provision of mentoring and coaching within the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organisational goals and ensure career progression within the financial services industry.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBINM401A (Elective)	Implement workplace information system	This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.
BSBPRO401A (Elective)	Develop product knowledge	This unit describes the performance outcomes, skills and knowledge required to develop product knowledge in preparation for the sales process.
BSBINN301A (Elective)	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBWOR401A (Elective)	Establish effective workplace relationships	This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.
BSBCUS402A (Elective)	Address customer needs	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
BSBWOR404A (Elective)	Develop work priorities	This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

ASSESSMENT

<p>ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –</p>	<p>and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.</p>	<p>ASTC's assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:</p> <ul style="list-style-type: none"> • Multiple choice and/or short answer questionnaires • Third party supervisor demonstration reports • Projects/case studies • Holistic Assessments
---	--	---

- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

E Books Only	Check out over 100 titles to assist you with your learning and development. New titles added monthly. www.ebooksonly.com.au
Simple Truths	Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. www.thesalesmasters.com/training-courses/simple-truths_dvd.php
DVD Training Library	The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. www.dvdtraining.com.au

To enrol please call 02 9700 9333 or visit www.thesalesmasters.com