

BSB50307 Diploma of Customer Contact



Your Course Guide

BSB50307 Diploma of Customer Contact

Australian Salesmasters Training Company (RTO #6854)

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This qualification is from the Business Services Training Package. It reflects the roles of individuals who possess a sound theoretical base and use a range of specialised or managerial competences to plan, carry out and evaluate their own work and the work of a team. This program is designed for future leaders.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The course provides participants with a working knowledge of business principles and strategies to be a Team Leader, Manager, Supervisor and Department Head.

When you have completed this course, you will be able to:

- Display and apply enhanced people management skills
- Apply advanced technology skills
- Apply advanced skills in operational management
- Apply advanced financial management skills and techniques
- Apply team building skills
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

This course is a nationally recognised qualification, which leads to the Advanced Diploma of Management.

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
- presenting information in a variety of formats
- 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 in cross organisational teams
- working with diverse persons and groups



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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, statistics and reports
- identifying quality and process improvements

- **Initiative and Enterprise**

- implementing improvements, systems and processes
- implementing operational plan to support organisation's goals

- **Planning and Organising**

- developing team/project 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 10 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBMGT516A (Core)	Facilitate continuous improvement	This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.
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.
BSBCCO601A (Core)	Optimise customer contact operations	This unit describes the performance outcomes, skills and knowledge required to use data and statistical tools to monitor and optimise customer contact processes.
BSBINM501A (Core)	Manage an information or knowledge management system	This unit describes the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system.
BSBINN502A (Core)	Build and sustain an innovative work environment	This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBWOR502A (Core)	Ensure team effectiveness	This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.
BSBOHS509A (Elective)	Ensure a safe workplace	This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements.
BSBCCO402A (Elective)	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 (Elective)	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.
BSBHRM402A (Elective)	Recruit, select and induct staff	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

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
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- 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