



- FACT SHEET -

BSB 50307 Diploma in Customer Contact

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing team leaders, supervisors and support staff within the customer contact industry should possess.

These competencies relate to the areas of:

- Communication
- Team work
- Problem solving
- Initiative and enterprise
- Planning and organising
- Learning
- Self-management
- Technology

Purpose

The purpose of the training program is to develop the skills and knowledge of those team leaders, supervisors and support staff participating.

Program Benefits

- Gain nationally recognised accreditation
- Management/career pathway
- Can be done face to face or distance learning
- Learn new skills
- Create a personal competitive edge
- Be recognised in the workplace as the "best"

Units/Modules covered (6 Core, 4 Electives)

- BSBCCO601A (Core) Optimise customer contact operations
- BSBINM501A (Core) Manage an information or knowledge management system
- BSBINN502A (Core) Build and sustain an innovative work environment
- BSBMGT516A (Core) Facilitate continuous improvement
- BSBWOR502A (Core) Ensure team effectiveness
- FNSICORG515A (Core) Provide mentoring and coaching within the workplace
- BSBOHS509A Ensure a safe workplace
- BSBLED502A Manage programs that promote personal effectiveness
- BSBMGT405A Provide personal leadership
- BSBRSK501A Manage risk
- BSBCCO402A Gather, collate and record information

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBKOM503B Develop processes for the management of breaches in compliance
- BSBWOR403A Manage stress in the workplace

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.



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The training you need to excel in Customer Contact.

