



Certificate IV in Customer Contact

BSB40307

For **Full Fee Paying** students (Up to two year term)

For **New Employee** Traineeships (NSW) (Up to two year term for full time employees, longer for part time employees. Early completions may be applied for)

For **Existing Employee** Traineeships (Up to two year term for full time employees, longer for part time employees. Early completions may be applied for)

Participants must complete both phases to achieve a Certificate IV in Customer Contact

Phase A

BSBWOR401A	Establish effective workplace relationships
BSBMGT401A	Show leadership in the workplace
BSBMGT405A	Provide personal leadership *
BSBWOR501A	Manage personal work priorities and professional development
BSBOHS407A	Monitor a safe workplace *
BSBLED401A	Develop teams and individuals *
FNSICORG515A	Provide mentoring and coaching in the workplace *

Phase B

BSBCUS401A	Coordinate implementation of customer service strategies *
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBMGT403A	Implement continuous improvement *
BSBFLM309C	Support continuous improvement systems and processes
BSBCCO402A	Gather, collate and record information *

* Core competencies

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at certificate level, including:

after achieving the BSB30207 Certificate III in Customer Contact or other relevant qualification/s

OR

providing evidence of competency in the majority of units required for the BSB30207 Certificate III in Customer Contact or other relevant qualification/s

OR

with some 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:

Customer Service Representative

Senior Customer Service Representative

Telesales Representative.

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

Pathways from the qualification

After achieving the BSB40307 Certificate IV in Customer Contact, candidates may undertake the BSB50307 Diploma of Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles, or a range of other Diploma qualifications.



State Training Services

Funding for New Entrant Traineeships in New South Wales is funded by the NSW Department of Education and Training through the Apprenticeship and Traineeship Training Program.