Diploma of Customer Contact

BSB50307

Full Fee paying students only.

To be completed within two years.

Participants must complete both phases to achieve a Diploma of Customer Contact.

Phase A

BSBWOR502A	Ensure team effectiveness *
BSBWOR501A	Manage personal work priorities & professional development
BSBOHS509A	Ensure a safe workplace
FNSICORG515A	Provide mentoring & coaching in the workplace *
BSBCUS501A	Manage quality customer service

Phase B

BSBPMG510A	Manage projects
BSBMGT516A	Facilitate continuous improvement *
BSBINN502A	Build & sustain an innovative work environment *
BSBINM501A	Manage an information or knowledge management system *
BSBCCO601A	Optimise customer contact operations *

* 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 diploma level, including:

after achieving the BSB40307 Certificate IV in Customer Contact or other relevant qualification/s

OR

providing evidence of competency in the majority of units required for the BSB40307 Certificate IV 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:

Subject Matter Expert/Coach

Team Leader/Manager/Supervisor.

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

Pathways from the qualification

After achieving the BSB50307 Diploma of Customer Contact, candidates may undertake the BSB60307 Advanced 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 Advanced Diploma qualifications.