

# Certificate IV in Customer Contact [BSB40307]



## About this Qualification

Senior Call Centre employees are required to use call centre telephone and computer technology, enter and retrieve data, work in a team and manage their own work. They need to work with a high degree of autonomy with authority to make decisions in relation to specific customer contact matters as well as provide leadership in either a team leader role or as a coach, mentor or senior staff member.

The Certificate IV in Customer Contact qualification has a range of subject options to enable contact centres to select the skills and knowledge that their staff would benefit from training in. It suits experienced employees in a customer contact environment.

This flexibility with subject choice makes this qualification one that can be tailored for most customer contact business types and job roles.

## Course Suitability

This course has general suitability for experienced employees in call centre environment who are, or aspire to be in a leadership role eg

- Senior Consultants
- Supervisors
- Floor Managers
- Senior Telemarketers
- Team Leaders
- Call Centre Managers
- Analysts

## Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment\*  
\*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

## Course Fees

The course fees for eligible New Worker Traineeship enrolments\* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

## Course Duration

The qualification is timetabled to be completed in one year over a 26 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 24 months).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

## Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



**Australian College**  
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## College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

## Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy contact centre – with small periods of time being able to be used effectively.

## Entry Requirements

To complete this course you must have proficient English literacy, computer and call centre skills that are equivalent to the Certificate III competency levels.

Access to a computer & call centre technology is required to complete the core modules.

You must also demonstrate average English verbal communication skills as applicable to a Call Centre environment.

## Course Subjects and Electives

The qualification includes the following core modules:

- Use Technology in the Workplace
- Advanced Customer Service
- Monitor a Safe Workplace
- Provide Personal Leadership
- Coaching Teams to Success
- Implement Continuous Improvement processes

The qualification includes the following elective modules:

- Achieving Work Priorities
- Operational Plan
- Meetings, Conferences and Travel
- Business Networks

Additional elective modules can also be added to offer variety and industry relevance. Inclusion of additional electives will increase the overall timeframe of your course:

- IT electives for IT contact centres
- Market Research electives
- Sales electives
- Leadership electives

## Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

Career paths include opportunities as:

- Team Leaders
- Call Centre Managers
- Senior Consultants
- Contact Centre Analyst

After completion of this qualification you have a range of opportunities to continue your studies at Diploma level.

Those seeking to increase or have their team leadership skills recognised would consider the Diploma of Management.

