

# Diploma of Customer Contact

[BSB50307]



NATIONALLY RECOGNISED  
TRAINING

## About this Qualification

The Diploma of Customer Contact qualification is suited to roles where there is the requirement for specialist knowledge in running a call centre. The Diploma of Customer Contact qualification allows a good range of subject options to enable organisations to select the skills and knowledge that their staff would benefit from.

## Course Suitability

The job roles that may suit this course include:

- Senior Managers
- Campaign Manager
- Project Manager
- Subject Matter Expert/Coach
- Team Leader (experienced)
- Team Supervisor/Manager
- Call Centre Managers

All Diploma level candidates should satisfy themselves that they understand the requirements of Diploma level study as summarised under "Entry Requirements" on the next page.

## Enrolment Options

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

Employers can also directly enrol staff.

## Course Fees

For 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 52 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 4 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.

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
- flexible method of delivery that suits busy office environments
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs

## Course Subjects and Electives

The qualification requires 5 core modules:

- Provide Personal Leadership
- Develop Effective Teams
- Coaching Teams to Success
- Implement TQM
- Optimise Call Centre Operations

The elective modules to complete the qualification:

- Achieving Work Priorities
- Advanced Customer Service
- Develop a Sales Plan
- Manage Risk
- Recruitment, Selection and Induction

Other Electives to be developed on demand:

- IT - Prepare Disaster Recovery and Contingency Plans
- Compliance - Identify and Interpret Compliance requirements



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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

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

## Entry Requirements

Above average level literacy skills are required for this qualification. Subject to the electives chosen, above average English language communication skills may be required.

Many of the modules in this qualification are about leadership and management skills, so it is important that participants have access to a work environment where they can utilise these skills.

National standards (the Australian Qualifications Framework) apply to differentiate between Certificate IV, Diploma and Advanced Diploma level studies.

Students enrolled in Diploma courses must complete assessment activities that prove the following “characteristics of competencies or learning outcomes” required at Diploma level:

- the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others;
- breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination; and

- applications involve participation in development of strategic initiatives, as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may be involved.

Distinguishing features of Diploma level studies include:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- evaluate information using it to forecast for planning or research purposes
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- take responsibility for own outputs in relation to broad quantity and quality
- take limited responsibility for the achievement of group outcomes

Source: Australian Qualifications Framework Handbook Section 32

## Qualification & Career Pathway

This is a formal qualification recognised as part of the Australian Qualifications framework. After completion of this qualification you may wish to continue into BSB60307 Advanced Diploma or University Studies