



## Certificate IV in Customer Contact On - Line

### BSB40307 Certificate IV in Customer Contact

#### Course Overview

The Certificate IV in Customer Contact provides the participant with an opportunity to develop customer contact competencies and apply them practically in the workplace. Typically they would report to a senior manager and have responsibility for the supervision of a team and their outcomes through the implementation of business plans and strategies.

This team leader development program is offered through our on-line e-learning platform. This means the participant can undertake learning activities at a time convenient to workplace demands without having to leave the work site to attend workshops.

All that is required is access to a computer and the internet. IPS also has experience consulting to determine blended

delivery methods where applicable.

An initial induction into the program is provided at the time of enrolment when we assess and recognise existing skills the participant may possess. This enables them to receive advanced-standing in the program and allows us to focus on the skills they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

#### Target Audience

- Team Leader
- Analyst
- Senior customer service representative
- Quality Assurance Coordinator or Manager
- Scheduler
- Call / contact centre agent
- Telesales representative



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### Total Number of Units Required for Qualification – 13

#### 7 Core Units required:

- Gather, collate and record information
- Coordinate implementation of customer service strategies
- Develop teams and individuals
- Implement continuous improvement
- Provide personal leadership
- Monitor a safe workplace

#### *Elective Units - Choose 6 appropriate to the trainee's role:*

- Administer customer contact telecommunications technology
- Implement workplace information system
- Promote innovation in a team environment
- Show leadership in the workplace
- Implement operational plan
- Apply risk management techniques
- Manage projects
- Lead and manage a sales team
- Establish effective workplace relationships
- Manage stress in the workplace

### Registration and Enquiries

Time required to complete the qualification: 2 years full-time or 4 years part-time.

Average time to complete: 6 months

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

**Phone: (07) 3841 8011**

**Email: [info@ipspeople.com](mailto:info@ipspeople.com)**

**Website: [www.ipspeople.com](http://www.ipspeople.com)**