



Australian Government

Department of Education, Employment and Workplace Relations

BSB50307 Diploma of Customer Contact

Revision Number: 1

BSB50307 Diploma of Customer Contact

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Job Roles

- Analyst
- Campaign Manager
- Project Manager
- Quality Assurance/Compliance Officer
- Scheduler
- Subject Matter Expert/Coach
- Team Leader (experienced)
- Team Supervisor/Manager.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including:

- BSB40307 Certificate IV in Customer Contact or other relevant qualification/s

OR

- with 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:

- Scheduler
- Subject Matter Expert/Coach
- Quality Assurance Coordinator or Manager
- Team Leader/Manager/Supervisor.

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

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB60307 Advanced Diploma of Customer Contact.

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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • having the ability to transfer information centre's operational plan, goals, new products and services to team/project members • presenting information in a variety of formats • reading and interpreting a range of reports and information • writing team/project plans, documents and reports
Teamwork	<ul style="list-style-type: none"> • developing a team culture and identity • managing a team and applying knowledge of one's own role to achieve team goals • working in cross organisational teams • working with diverse persons and groups
Problem-solving	<ul style="list-style-type: none"> • analysing information, statistics and reports • identifying quality and process improvements
Initiative and enterprise	<ul style="list-style-type: none"> • implementing improvements, systems and processes • implementing operational plan to support organisation's goals
Planning and organising	<ul style="list-style-type: none"> • developing team/project plans • managing learning and development plans for team members • planning team resources, targets and performance levels
Self-management	<ul style="list-style-type: none"> • managing own performance and motivating others • managing own time and work priorities • managing stress in the workplace
Learning	<ul style="list-style-type: none"> • learning new ideas, skills and techniques • providing appropriate information on systems, products and services to team members
Technology	<ul style="list-style-type: none"> • using electronic communication devices and processes i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email to support team management • using technology to assist the manipulation of information and to maximise performance <p>(Technology requirements may be modified for people with a disability)</p>

Packaging Rules

Packaging Rules

Total number of units = 10

6 core units plus

4 elective units

The **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level.

Electives must be relevant to the work outcome, local industry requirements and the qualification level.

Core units

Contact Centre Operations

BSBCCO601A Optimise customer contact operations

Information Management

BSBINM501A Manage an information or knowledge management system

Innovation

BSBINN502A Build and sustain an innovative work environment

Management

BSBMGT516C Facilitate continuous improvement

Workplace Effectiveness

BSBWOR502B Ensure team effectiveness

Imported Units

FNSICORG515B Provide mentoring and coaching within the workplace

Elective units

Compliance

BSBCOM404B Promote and liaise on compliance requirements, systems and related issues

BSBCOM501B Identify and interpret compliance requirements

BSBCOM502B Evaluate and review compliance

BSBCOM503B Develop processes for the management of breaches in compliance

requirements

- BSBCOM601B Research compliance requirements and issues
- BSBCOM602B Develop and create compliance requirements
- BSBCOM603B Plan and establish compliance management systems

Contact Centre Operations

- BSBCCO401A Administer customer contact telecommunications technology
- BSBCCO402A Gather, collate and record information
- BSBCCO501A Develop business continuity strategies
- BSBCCO602A Manage customer contact information
- BSBCCO603A Design and launch new customer contact facilities
- BSBCCO604A Develop and maintain a service level strategy
- BSBCCO605A Develop and maintain a customer contact marketing strategy
- BSBCCO606A Forecast and plan using customer contact traffic information analysis
- BSBCCO607A Manage customer contact centre staffing
- BSBCCO608A Manage customer contact operational costs
- BSBCCO609A Integrate customer contact operations within the organisation

Customer Service

- BSBCUS401A Coordinate implementation of customer service strategies

Diversity

- BSBDIV601A Develop and implement diversity policy

General Administration

- BSBADM407B Administer projects

Human Resource Management

- BSBHRM402A Recruit, select and induct staff
- BSBHRM503A Manage performance management systems
- BSBHRM505A Manage remuneration and employee benefits
- BSBHRM506A Manage recruitment, selection and induction processes
- BSBHRM507A Manage separation or termination
- BSBHRM509A Manage rehabilitation or return-to-work programs
- BSBHRM604A Manage employee relations

IT Analysis and Design

- BSBITA601A Configure and optimise customer contact technology

Learning and Development

BSBLED502A	Manage programs that promote personal effectiveness
BSBLED701A	Lead personal and strategic transformation
Management	
BSBMGT405A	Provide personal leadership
BSBMGT605B	Provide leadership across the organisation
BSBMGT615A	Contribute to organisation development
BSBMGT618A	Develop a contact centre business plan
Marketing	
BSBMKG610A	Develop, implement and monitor a marketing campaign
Occupational Health and Safety	
BSBOHS509A	Ensure a safe workplace
Project Management	
BSBPMG501A	Manage application of project integrative processes
BSBPMG502A	Manage project scope
BSBPMG503A	Manage project time
BSBPMG504A	Manage project costs
BSBPMG505A	Manage project quality
BSBPMG506A	Manage project human resources
BSBPMG507A	Manage project communications
BSBPMG508A	Manage project risk
BSBPMG509A	Manage project procurement
BSBPMG510A	Manage projects
Public Relations	
BSBPUB504A	Develop and implement crisis management plans
Quality Auditing	
BSBAUD501B	Initiate a quality audit
Risk Management	
BSBRSK501A	Manage risk
Sales	
BSBSLS502A	Lead and manage a sales team
Sustainability	
BSBSUS501A	Develop workplace policy and procedures for sustainability
Workplace Effectiveness	

BSBWOR403A Manage stress in the workplace

Imported Units

ICAA5056B Prepare disaster recovery and contingency plans

ICAA6149B Implement quality assurance processes for business solutions

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

Campaign Manager

6 core units plus

4 elective units

- BSBCCO605A Develop and maintain a customer contact marketing strategy
- BSBMKG610A Develop, implement and monitor a marketing campaign
- BSBSLS502A Lead and manage a sales team
- THHGCS06B Plan and implement sales activities

Project Manager

6 core units plus

4 elective units selected from:

- BSBADM409A Coordinate business resources
- BSBPMG501A Manage application of project integrative processes
- BSBPMG502A Manage project scope
- BSBPMG503A Manage project time
- BSBPMG504A Manage project costs
- BSBPMG505A Manage project quality
- BSBPMG506A Manage project human resources
- BSBPMG507A Manage project communications
- BSBPMG508A Manage project risk
- BSBPMG509A Manage project procurement
- BSBPMG510A Manage projects

Unit Grid

BSBADM407B Administer projects
BSBADM409A Coordinate business resources
BSBAUD501B Initiate a quality audit
BSBCCO401A Administer customer contact telecommunications technology
BSBCCO402A Gather, collate and record information
BSBCCO501A Develop business continuity strategies
BSBCCO601A Optimise customer contact operations
BSBCCO602A Manage customer contact information
BSBCCO603A Design and launch new customer contact facilities
BSBCCO604A Develop and maintain a service level strategy
BSBCCO605A Develop and maintain a customer contact marketing strategy
BSBCCO606A Forecast and plan using customer contact traffic information analysis
BSBCCO607A Manage customer contact centre staffing
BSBCCO608A Manage customer contact operational costs
BSBCCO609A Integrate customer contact operations within the organisation
BSBCOM404B Promote and liaise on compliance requirements, systems and related issues
BSBCOM501B Identify and interpret compliance requirements
BSBCOM502B Evaluate and review compliance
BSBCOM503B Develop processes for the management of breaches in compliance requirements
BSBCOM601B Research compliance requirements and issues
BSBCOM602B Develop and create compliance requirements
BSBCOM603B Plan and establish compliance management systems
BSBCUS401A Coordinate implementation of customer service strategies
BSBDIV601A Develop and implement diversity policy
BSBHRM402A Recruit, select and induct staff
BSBHRM503A Manage performance management systems
BSBHRM505A Manage remuneration and employee benefits
BSBHRM506A Manage recruitment selection and induction processes
BSBHRM507A Manage separation or termination
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BSBINM501A Manage an information or knowledge management system
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BSBLED502A Manage programs that promote personal effectiveness
BSBLED701A Lead personal and strategic transformation
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BSBPUB504A Develop and implement crisis management plans
BSBRISK501A Manage risk
BSBSLS502A Lead and manage a sales team
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWOR403A Manage stress in the workplace
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FNSICORG515B Provide mentoring and coaching within the workplace
ICAA5056B Prepare disaster recovery and contingency plans
ICAA6149B Implement quality assurance processes for business solutions
THHGCS06B Plan and implement sales activities