The Certificate IV in Customer Contact addresses the skill requirements of roles engaged on the organisational frontline, specifically the team-based environments commonly encountered in contact centre situations. In addition to fostering the practical leadership strategies that team leaders require to excel, this qualification brings particular focus to the evaluation of information from multiple sources, and application of effective solutions to customer service queries.

Who Should Attend
Staff engaged in frontline customer service will benefit from undertaking the certificate, which is designed to promote procedural effectiveness. Team members in a contact role who are recently appointed to team leader status, or who aspire to a role in which the guidance of others is an element, are also specifically catered to under the terms of the qualification.

Course Structure
The Certificate IV in Customer Contact is delivered by expert trainers in 7 x full day workshops scheduled across 9 months of this 12 month program. This approach allows students sufficient time between and after workshop completion to undertake self-directed learning, assignments and out-of-class assessment. Workshops engage participants in active discussion, problem solving exercises, networking opportunities, and presentations related to performing at a high level in a customer contact role.

Participants have the option of undertaking this course online, using Upskilled's customised Learning Management System, ‘MyUpskilled’. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

Prerequisites
There are no formal prerequisites for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Assessment
Competency determination is made after all relevant evidence is gathered. Upskilled is receptive to evidence gathered from a variety of sources including our own assessment processes. Upskilled assessment processes include:

- Recognition of Prior Learning/Credit Transfer
- Written/Oral Questions
- Written reports/ Case studies
- Portfolio Assessments
- Scenarios

Inclusions
Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.
Course Outline
The 7 workshops will address the following Units of Competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Customer Contact.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>CORE UNITS</th>
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</thead>
<tbody>
<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td>BSBLED401A</td>
<td>Develop teams and individuals</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>BSBMGT405A</td>
<td>Provide personal leadership</td>
</tr>
<tr>
<td>BSB0HS407A</td>
<td>Monitor a safe workplace</td>
</tr>
<tr>
<td>BSBINM401A</td>
<td>Implement workplace information systems</td>
</tr>
<tr>
<td>BSBINN301A</td>
<td>Promote innovation in a team environment</td>
</tr>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSBWOR401A</td>
<td>Establish effective workplace relationships</td>
</tr>
<tr>
<td>BSBWOR403A</td>
<td>Manage stress in the workplace</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs</td>
</tr>
<tr>
<td>BSBCUS403B</td>
<td>Implement customer service standards</td>
</tr>
</tbody>
</table>

Course Fees and Payment Options
The certificate has a course fee of $3,330, payable in one of two ways:
1. A single upfront payment of the course fees attract a 10% DISCOUNT, making the total fee $2,995
2. An upfront enrolment fee of $495, and 7 x $405 paid per month for seven consecutive months. The total course fee is therefore $3,330

Government Funding and Incentives
At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many Upskilled participants find that their courses are often heavily subsidized*. As part of the Australian Apprenticeships Incentives Program, employers could receive up to $3,000 per $3,330 they outlay for every eligible* employee who enrols.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
• Select from more than 30 nationally accredited certificate and diploma courses
• Complete an application form at www.upskilled.edu.au
• Submit the form and an Upskilled Education Manager will contact you.

Incentives of up to $3,000 are available to businesses for each eligible* employee as part of the Australian Apprenticeships Incentives Program

Other Related Qualifications
1. Certificate III in Customer Contact
2. Certificate IV in Business Sales

*Eligibility for traineeships & User Choice will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au