



This qualification reflects the role of individuals with excellent communication and interpersonal skills who undertake complex customer interactions, often as a team leader and with significant authority to delegate. Duties at this level are varied and may include responding to complex customer requests, handling complaints, coaching staff and completing related administrative tasks.

The job roles that this qualification is likely to address are:

- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- forecast analyst (accommodation services)
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- reservation analyst
- shift manager.

ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20215 Certificate II in Customer engagement or other relevant qualification

OR

- With vocational experience assisting in a range of support roles without a formal business qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- | | |
|----------------------------|----------------------------|
| - Customer service advisor | - Data Entry Operator |
| - General Clerk | - Payroll Officer |
| - Typist | - Word processing operator |

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Guiding others in overcoming problems or challenges and resolving conflicts in the workplace
- Organising workplace information on behalf of themselves and/or others
- supervising a small team in a business environment
- communicating to team and clients and using technology
- producing written correspondence and reports
- monitoring and reporting the performance of their own work and that of others in their area.
- Contributing to planning processes and identifying priorities

Setting team goals and training staff to meet these goals.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager.

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SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES

Gain the skills required to:

Communicate verbally with others in negotiation, training and questioning
Write a range of simple documentation and communications
Complete individual tasks to support team goals
Use manuals and other documentation to overcome problems with information technology or other office equipment
Contribute to planning processes with team members to meet expected outcomes
Gather, organise and apply workplace information for the organisation's work processes and information systems
Identify development needs and seek training to fill the needs

Convey workplace procedures and work instructions to team members
Demonstrate individual responsibility for completing tasks
Resolve issues and conflicts with team members
Suggest improvements to support the development of improved work practices and team effectiveness
Develop a comprehensive knowledge and understanding of products and services
Use word processing packages, spreadsheets or databases to produce written correspondence and reports
Monitor and record the performance of own work area

Delivery Arrangements

The Certificate III and IV programs are typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 458 hours in total for Certificate III level and 435 hours for Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 18 hours of face-to-face group training sessions for Certificate III and a minimum of 30 hours of face-to-face group training sessions for Certificate IV. In this way learners can learn from each other while being guided by the experienced facilitator.

Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 125 hours to complete the qualification in this format, however, this is assuming that they are able to provide sufficient and current evidence.

Group sessions (for Cert III and IV levels): There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 10 session ideal structure for Certificate III and IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 350 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



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Course Structure

To complete this qualification, the student is required to complete 13 Units. This comprises of 3 core unit and 10 elective units. At least 4 of the elective units must be chosen from Group A the elective list below, the remaining 6 elective units may be chosen from either Group A or Group B or any other Certificate IV level qualification offered by Target Training. Up to 2 units can come from a Certificate III level qualification offered by Target Training.

Elective units must be relevant to work outcome, local industry requirements

Core Units

BSBCUS401	Coordinate implementation of customer service strategies
BSBLED401	Develop teams and individuals
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

Group A	
BSBCUE403	Schedule customer engagement activity
BSBCUE404	Collect, analyse and record information
BSBCUE405	Survey stakeholders to gather and record information
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBMGT401	Show leadership in the workplace
BSBMKG402	Analyse consumer behavior for specific markets
Group B	
BSBHRM405	Support the recruitment, selection and induction of staff
BSBINM401	Implement workplace information system
BSBINN301	Promote innovation in a team environment
BSBLDR402	Lead effective workplace relationships
BSBLED501	Develop a workplace learning environment
BSBMGT402	Implement continuous improvement
BSBMGT405	Provide personal leadership
BSBPMG522	Undertake project work
BSBSLS501	Develop a sales plan
BSBSLS502	Lead and manage a sales team
BSBSUS301	Implement and monitor environmentally sustainable work practices



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Learning Outcomes

Here is a selection of units below. For more information on other units please contact us.

Core Units:

BSBCUS401 Coordinate implementation of customer service strategies

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

BSBLED401 Develop teams and individuals

1. Determine development needs
2. Develop individuals and teams
3. Monitor and evaluate workplace learning

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

1. Provide information to the work team about WHS policies and procedures
2. Implement and monitor participation arrangements for managing WHS
3. Implement and monitor organisational procedures for providing WHS training
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
5. Implement and monitor organisational procedures for maintaining WHS records for the team

Elective Units – Group A

BSBCUE403 Schedule customer engagement activity

1. Analyse engagement traffic data
2. Review forecasting and planning
3. Plan labour requirements

BSBCUE404 Collect, analyse and record information

1. Obtain, record and analyse information
2. Reduce, describe and review information
3. Develop inferences

BSBCUE405 Survey stakeholders to gather and record information

1. Obtain, record and analyse information
2. Take and compile statements
3. Conduct interviews
4. Use information and database systems
5. Use interview and evidence recording equipment
6. Conduct follow-up activities

BSBCUS402 Address customer needs

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed

BSBCUS403 Implement customer service standards

1. Contribute to quality customer service standards
2. Implement customer service systems
3. Implement team customer service standards

BSBMGT401 Show leadership in the workplace

1. Model high standards of management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

BSBMKG402 Analyse consumer behaviour for specific markets

1. Confirm product or service market
2. Assess reasons for existing levels of consumer interest
3. Recommend focus of appeal for marketing strategies for product or service



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Elective Units – Group B

BSBHRM405 Support the recruitment, selection and induction of staff

1. Plan for recruitment
2. Plan for selection
3. Support selection process
4. Induct successful candidate

BSBINM401 Implement workplace information system

1. Identify and source information needs
2. Collect, analyse and report information
3. Implement information systems
4. Prepare for information system changes

BSBINN301 Promote innovation in a team environment

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

BSBLDR402 Lead effective workplace relationships

1. Collect, analyse and communicate information and ideas
2. Develop trust and confidence as leader
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

BSBLED501 Develop a workplace learning environment

1. Create learning opportunities
2. Facilitate and promote learning
3. Monitor and improve learning effectiveness

BSBMGT402 Implement continuous improvement

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

BSBMGT405 Provide personal leadership

1. Influence individuals and teams in a positive manner
2. Make informed decisions
3. Enhance image of the enterprise
4. Demonstrate high standards of personal and management performance

BSBPMG522 Undertake project work

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBSLS501 Develop a sales plan

1. Identify organisational strategic direction
2. Establish performance targets
3. Develop a sales plan for a product
4. Identify support requirements
5. Monitor and review sales plan

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BSBSLS502 Lead and manage a sales team

1. Plan sales operations
2. Direct sales team
3. Evaluate sales team performance

BSBSUS301 Implement and monitor environmentally sustainable work practices

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

