

BSB40307

Certificate IV in Customer Contact

This qualification is designed for individuals who receive calls, use common call centre telephone and computer technology, enter and receive data, work in a team and manage their own work requirements. Employees undertake a leadership role within the customer service team as well as provide a high standard of service to customers. Within their role, they use multiple technologies and take responsibility for the outcome of customer contact and use newly gained skills to rectify complex situations, substantial complaints, faults, disruptions, disconnection of service and customer dissatisfaction.

The Navitas Difference

Navitas Workforce Solutions, our Registered Training Organisation, provides quality training designed to improve business outcomes. Our services are underpinned by the philosophy that training should bring about a change in behaviour and effectiveness in the workplace through the delivery of new skills. We work with our clients to understand their objectives and to enable skills and behaviour-based change management within the business.

Pre-requisites

None

Learning Outcomes

- Introduce new techniques for customer relations
- Develop and fine tune existing skill-set
- Identify and understand customer needs more effectively
- Implement business improvement procedures
- Recognise and resolve workplace communication issues
- Plan and implement group training and induction

Program Benefits

- Nationally accredited program
- Maximum of 12 days training over 12 months (1 day per month) and can be completed earlier
- Recognition of Prior Learning (RPL) and Current Competencies (RCC)
- Flexible delivery methods
- Fun, effective and continual learning

Recognition of Prior Learning

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside of the formal education and training system, against the requirements of a qualification.

RPL could provide employees with a full or part qualification and avoid replication of training; it can also be used as a tool to identify what further training an individual may need to gain a qualification.

Government Funding Opportunities

Government funded courses are those subsidised by the government. The initiative was designed to encourage employers to train and develop their staff to pre-determined industry standards. Financial incentives are available to employers who provide access to training through traineeship programs.

Government funding for the Certificate IV in Customer Contact may be available for your organisation. Please contact us to discuss this opportunity further.



