



Diploma of Customer Contact (Account Management)

(5 Day Fast Track Course)

1 of 2

BSB50307

Course Objective: The Diploma of Customer Contact reflects the role of managers and personnel with leadership responsibilities within an environment that evolves around the needs of external customers. The Diploma of Management will also provide participants with a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team.

Participants will be provided with the skills to:

- Manage customer accounts and targets;
- Manage safety and risk within the workplace;
- Develop and manage workplace projects;
- Develop and monitor implementation of the operational plan to manage profitability and productivity in relation to sales, forecasting and budgeting;
- Identify team learning needs and maintain team effectiveness; and
- Manage the organisations knowledge management systems and provide input on continuous improvement.

Who Is The Course Intended For?

The Diploma of Customer Contact is suitable for:

- Personnel who are currently in management roles who wish to formalize their account management and sales skills; or
- Personnel who are considering moving into account management or sales managerial roles.

Pathways into the Qualification

Preferred pathways for participants considering this qualification include:

- After achieving the BSB40307 Certificate IV in Customer Contact or other relevant qualification/s; or
- Providing evidence of competency in the majority of units required for the BSB40307 Certificate IV in Customer Contact or other relevant qualification/s; or

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

Further Learning Pathways

After achieving the BSB50307 Diploma of Customer Contact, participants may undertake the BSB60307 Advanced Diploma of Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles.

Professional Recognition

Graduates and participants are eligible to apply for applicable membership of the Australian Institute of Management Institute (AIM) www.aim.com.au.

Delivery Methods

- General Public – Institution (Refer to website for current fees and dates);
- Enterprise (We can deliver at your site (minimum of 8 participants required). Learning and assessment material tailored specific to organisational needs. Please email training@safnet.com.au for corporate proposal);
- Distance Delivery (course undertaken remotely with tutorial support) (Refer to website for current fees); and
- Recognition of Prior Learning (Refer to Recognition of Prior Learning Brochure)

Award

Diploma of Customer Contact (BSB50307)

Course Outline

There are ten units in total to course complete the Diploma of Customer Contact (for further information on qualification rules and employability skills please refer to www.ntis.gov.au):

BSBCCO601A Optimise customer contact operations

This unit provides the skills and knowledge required to research, analyse, optimise, manage and evaluate customer contact processes within the organisation or working environment.

BSBINN502A Build and sustain an innovative work environment

This unit provides the skills and knowledge required to create an environment that enables and supports the application of innovative practice.

FNSICORG515B Provide mentoring and coaching within the workplace

This unit covers the provision of mentoring and coaching within



the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organisational goals and ensure career progression within the organisation.

BSBINM501A Manage an information or knowledge management system

This unit provides the skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system.

BSBMGT516A Facilitate continuous improvement

This unit provides the skills and knowledge required to lead and manage continuous improvement systems and processes.

BSBOHS509A Ensure a safe workplace

This unit provides the skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements.

BSBPMG510A Manage projects

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

BSBR501A Manage risk

This unit provides the skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area.

BSBWOR502A Ensure team effectiveness

This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams.

BSBHRM504A Manage workforce planning

This unit provides the skills and knowledge required to plan workforce strategies to achieve organisational goals and objectives. It includes aligning workforce objectives with business plans, analysing labour market trends and predictions, and designing strategies and succession plans to ensure a competent and appropriately diverse workforce is available to meet anticipated changes.

BSBMGT515A Manage operational plan

This unit provides the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

Course Administration

For information relating to:

- Course resource material;
- Assessment methods; and
- Booking and refund process.

Please refer to Participant Information found at www.safnet.com.au

Course Timetable

Day	Unit Code	Unit Title
1	BSBCCO601A BSBMGT515A	Optimise customer contact operations. Manage operational plan
2	BSBHRM504A BSBWOR502A	Manage workforce planning Ensure team effectiveness
3	BSBINN502A FNSICORG515B	Build and sustain an innovative work environment Provide mentoring and coaching within the workplace
4	BSBINM501A BSBMGT516A	Manage an information or knowledge management system Facilitate continuous improvement
5	BSBOHS509A BSBR501A	Ensure a safe workplace Manage risk

Please note further workplace specific assessments are completed external to the 5 course days. Safetynet uses holistic assessment methods where recommended through the qualification rules.