

# BSB40315 Certificate IV in Customer Engagement

## Packaging Rules: 3 Core Units PLUS 10 Elective Units

(4 units must be from Group A elective units below. 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course. If not listed, up to 2 units may be from a Certificate III level qualification)

Core Unit Codes	Core Unit Title	Task Types	Available
BSBCUS401	Coordinate implementation of customer service strategies	Task 1 – Theory: Coordinating the Initiative Task 2 – Theory: Supporting the Implementation Task 3 – Theory: Evaluating the Implementation Task 4 – Practical: Presentation, Complaints, and Recommendations Task 5 – Evidence Record	✓
BSBLED401	Develop teams and individuals	Task 1 – Practical: Develop a Learning Plan Task 2 – Role Play: Communication Skills Task 3 – Evidence Record	✓
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Task 1 – Theory: Policy and Legislation Task 2 – Theory: Participative Arrangements Task 3 – Practical: Planning Training Task 4 – Practical: Managing Hazards and Risks Task 5 – Presentation: Provision of Information to the Team Task 6 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
<b>Group A</b>			
BSBCUE404	Collect, analyse and record information	Task 1 – Project: Collect, Analyse and Record Information Task 2 – Evidence Record	✓
BSBCUS402	Address customer needs	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Customer Service Task 3 – Theory: Networks and Relationship Building Task 4 – Evidence Record	✓
BSBCUS403	Implement customer service standards	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Contribute to Quality Customer Service Standards Task 3 – Theory: Implement Customer Service Systems Task 4 – Theory: Implement Customer Service Task 5 – Evidence Record	✓
BSBMGT401	Show leadership in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Research Organisational Values Task 3 – Practical: Leading the Team Task 4 – Evidence Record	✓

## Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBWOR403	Manage stress in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Practical : Risk Assessment Task 3 – Practical: Taking Action Task 4 – Evidence Record	✓
<b>Group B</b>			
BSBHRM405	Support the recruitment, selection and induction of staff	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Create a Job Description Task 3 – Practical: Prepare for Interview Task 4 – Role Play: Interview Task 5 – Practical: Selection Task 6 – Evidence Record	✓
BSBINM401	Implement workplace information system	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Plan the System Task 3 – Oral Questions Task 4 – Evidence Record	✓
BSBINN301	Promote innovation in a team environment	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Create Opportunities to Maximise Innovation within the Team Task 3 – Practical: Organise and Agree Effective Ways of Working Task 4 – Practical: Support and Guide Colleagues Task 5 – Practical: Reflect on How the Team Worked Task 6 – Evidence Record	✓
BSBLDR402	Lead effective workplace relationships	Task 1 – Theory: Short Answer Questions Task 2 – Project: Collect, Analyse and Communicate Information and Ideas Task 3 – Theory: Develop Trust and Confidence as a Leader Task 4 – Theory: Develop and Maintain Networks Task 5 – Practical: Manage Difficulties into Positive Outcomes Task 6 – Role Play Task 7 – Evidence Record	✓
BSBLED501	Develop a workplace learning environment	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Create Learning Opportunities Task 3 – Theory: Facilitate and Promote Learning Task 4 – Theory: Monitor and Improve Learning Effectiveness Task 5 – Skills Practice: Create, Facilitate and Promote Learning Task 6 – Evidence Record	✓
BSBMGT402	Implement operational plan	Task 1 – Project Task 2 – Role play Task 3 – Evidence Record	✓

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBMGT403	Implement continuous improvement	Task 1 – Practical: Implement Continuous Improvement Task 2 – Theory: Monitor and Review Performance Task 3 – Theory: Provide Opportunities for Further Improvements Task 4 – Role Play: Coaching and Communicating with the Team Task 5 – Evidence Record	✓
BSBMGT405	Provide personal leadership	Task 1 – Practical: 360° Leadership Skills Survey Task 2 – Theory: Short Answer Questions Task 3 – Theory: Make Decisions Task 4 – Personal Evidence Record Task 5 – Evidence Record	✓
BSBPMG522	Undertake project work	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Project Research Task 3 – Practical: Develop Plan Task 4 – Theory: Administer and Monitor the Project Task 5 – Theory: Finalise the Project Task 6 – Evidence Record	✓
BSBRES401	Analyse and present research information	Task 1 – Project: Gather, Organise, and Present Information Task 2 – Evidence Record	✓
BSBSLS501	Develop a sales plan	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Develop a Sales Plan Task 3 – Evidence Record	✓
BSBSUS401	Implement and monitor environmentally sustainable work practices	Task 1 – Practical: Investigate Current Practices in Relation to Resource Usage Task 2 – Practical: Set Targets for Improvements Task 3 – Practical: Implement Performance Improvement Strategies Task 4 – Practical: Monitor Performance Task 5 – Evidence Record	✓