

BSB50307 Diploma of Customer Contact (& Management)



Your Management Qualifications

Global Training Institute fits in with Your Organisation so that training has the least interruption to your critical activities.

Options include:

- ✓ On job training and assessment
- ✓ Come to your worksite
- ✓ Practical workshops
- ✓ Freecall number for help
- ✓ Comprehensive learning material
- ✓ Self paced audio and visual material
- ✓ Recognition of your current and prior experience and learning
- ✓ No exams
- ✓ As a guide, qualification can be completed within 10 months

Our Trainers have a wealth of management and training experience. They are all members of the Australian Institute of Management, have owned their own businesses as well as worked in management positions in private or government organisations.

Our Trainers are very 'hands-on' and 'practical', providing you with 'Real Solutions that give Real Results'.



Shane Botting -
National Training Manager



Call 1800 998 500
Australia Wide



Gain 2 Practical Management Qualifications...

Managers and Supervisors can gain further skills in coordinating multiple teams or projects, and in management.

Discover and implement the practical strategies that will make a REAL difference to:

- ✓ Lead your team
- ✓ Increase your teams productivity
- ✓ Improve your staff performance and morale
- ✓ Have your staff doing what you want them to do
- ✓ Improve Bottom Line
- ✓ Reduce the time you need to put out 'emergency fires'

10 Practical units are required as follows:

Core Units (6)

- BSBCC0601A Optimise Customer Contact Operations
- BSBINM501A Manage an Information or Knowledge Management System
- BSBINN501A Build and Sustain an Innovative Work Environment
- BSBMGT516A Facilitate Continuous Improvement
- BSBWOR502A Ensure Team Effectiveness
- FNSICORG515A Provide Mentoring and Coaching within the Workplace

Elective Units – choose 4

- BSBWOR501A Manage Personal Work Priorities and Professional Development
- BSBRK501A Manage Risk
- BSBMGT502B Manage People Performance
- BSBPMG510A Manage Projects
- BSBMGT506A Manage Budgets and financial plans
- BSBOHS509A Ensure a Safe Workplace

*Limited other unit choices are also available

Course includes:

Workshops, teleconferences, practical projects...

This course is very 'Practical' – gain new ideas and strategies.

If you wish to develop your career as a Manager or improve your Management Skills, then this is the course for you.

That's not all...

You will also receive 2 Qualifications
Complete BSB50307 Diploma of
Customer Contact
and also receive a **FREE**
BSB51107 Diploma of Management

Comments from previous participants
'I found the training to be excellent in all areas and as such so easy to apply in the work situation. The activities were very interesting and reinforced the learning. I now understand how vital it is to communicate well in the work environment. The trainer's humourous manner and anecdotes added to the overall enjoyment.'
Pervina Wilkie, RSL Care.

'I have grown heaps personally through the training, have more confidence, am more positive and more open to ideas and acceptable of change. We now have good foundations for our organisation. I will now encourage my staff on their goals and develop more written policies and procedures around my leadership responsibilities. I am looking forward to follow-up sessions.'
Merilyn Matthews

'We are working 'on' our business. The training has given us motivation, accountability and information. We've changed our business heaps - put in place systems, pricing, working on the business more and changing job descriptions to leverage our time. We have mastered KPI reports, planned our budgets, finished incentive programs and increased our profit by 8%. We are now much more in control. I definitely recommend this to others - it's invaluable. Puts you on track. Very relevant.'
Steve & Cheryl Eagle, Atlantis Fencing

How you can get funding for your Qualification ...

The Federal and State Governments are supporting the training of people wishing to gain Diploma qualifications. Each State has different funding options, so give us a call to discuss the best option for you.

If you would like to take advantage of the available funding for your training, call now on 1800 998 500.