

Customers matter



BSBCUS501 Manage quality customer service

Part of BSB51918 Diploma of Leadership and Management

Tuition fee for this unit: \$490

Tuition fee for this unit if enrolling in two /three units at same time: \$440

The purpose of a business is to provide products and services to customers. The goal of meeting and anticipating customer needs is fundamental for business success and is also central to the work role of managers. This unit skills you in understanding your customer and troubleshooting problems.

Coverage

Customer requirements

- Recognise who is a customer
- Understand needs and wants of customers
- Include customer needs in planning processes
- Focus on quality, time and cost specifications

Products and services

- Deliver quality products and services
- Meet customer specifications
- Monitor quality and delivery standards
- Monitor customer related policies and procedures

Problem solving

- Monitor operations against service targets and standards
- Manage customer service standards difficulties
- Use customer feedback to improve products and services
- Manage customer complaints and system problems

Assessment

Practical activities; Work reports; Supervisor verification

Learner must be working in an organisational environment to be able to complete assessment tasks.

Accreditation

Participants who successfully complete the 12 units in the qualification receive BSB51918 Diploma of Leadership and Management, which is a nationally recognised qualification.

Entry requirements

Learners must be in a role where they have some responsibility for work outcomes and supervising people. They may be coordinators, team leaders, supervisors or managers. Their work may be paid or voluntary.

Career pathways

This qualification can lead to studies in Business at Degree level and may assist a learner with their management career path.

Learning

The learning program is a combination of one-on-one coaching and practical workplace activities. Learners receive learning materials relevant to the units. The online environment may be used for extra coaching, communication and the submission of assessment.

Assessment

Assessment methods are dependent on the nature of the unit of competency. There may be questions, interviews, structured activities, demonstrations, presentations, work reports and/or third party reports.

Credit transfer and RPL

Units that are also contained in other qualifications will be recognised for credit transfer purposes in order to complete a full qualification. Learners may apply for recognition of prior learning.

Duration

The full qualification can be completed in eight months and learners may take up to eighteen months to complete it. Enrolment is by unit and learners typically take 4 to 8 weeks to complete a unit.

Learner Handbook

Full policies and procedures that apply to our programs are contained in the Learner Handbook. Please see our website for the most current copy.

Fees

Tuition fees are quoted and charged per unit. The tuition fee must be paid prior to commencement of the unit. There are no other charges.

Per unit enrolment

The tuition fee for a single unit is \$490. The cost of the full qualification is \$5,880, if completed by single unit enrolment.

Multiple unit enrolment

If a learner enrolls in two or more units at the same time, the charge per unit is \$440. The maximum number of units a learner can enrol in at the same time is three. In this instance they would be charged \$1,320 (3 units @ \$440). At no time during study will the amount paid in advance be more than \$1,500.

Cancellation and refunds

Each unit is a separate course. There is no refund of tuition fees once a learner receives course learning materials as the course is deemed to have commenced. This includes materials that have been accessed or downloaded electronically.



How it works

- Enrol in up to three units
- Pay the tuition fee upon invoice
- Receive learning materials
- Schedule 'live time' with coach
- Complete learning activities
- Extra coach contact as needed
- Submit completed assessment
- Re-visit assessment if required
- Enrol in additional units

