



Course Information: BSBOPS404 – Implement customer service strategies

Nationally Recognised Code & Title

BSBOPS404 – Implement customer service strategies

Course Summary

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

The unit applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems. Individuals may provide guidance or delegate work related tasks to others.



No licensing, legislative or certification requirements apply to this unit at the time of publication.

Career Pathway

This unit is accepted for the Certificate IV in Entrepreneurship and new Business.
Refer to training.gov.au for more information on training packages and qualifications that include this unit.

Course Fee

\$379 per candidate.

Course Duration

This unit is completed by self-paced work online. The nominal hours for the course are 75hrs
Online access remains live for 3 months. Please see information below regarding extensions.

Course Delivery Mode

Online.

Course Pre-Requisites

Nil.



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Student Requirements

- Basic Language, literacy and numeracy skills in English (LLN)
- Victorian Student Number (VSN) - Victoria only:
 - *VSNs are issued to all students enrolled in Victorian schools and to students enrolled at a TAFE or in an accredited course with an RTO. For a copy of your VSN please contact your current school Or call 1800 822 635.*
- Unique Student Identifier (USI) – Australia wide:
 - *A USI is a reference number made up of numbers and letters. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. To receive a Statement of Attainment when completing your course, you will need to give us a copy your USI number. Creating a USI is free. To obtain this USI if you don't already have one please follow the link below: <http://www.usi.gov.au>*
- Access to a functional pc or tablet device with video recording capabilities, internet access and Chrome internet browser.

Topics Included

The course covers the theory and practice associated with:

- customer communication techniques
- principles of customer service
- sources of verified client information
- techniques for identifying customer needs and reviewing customer satisfaction
- organisational business structure, products and services related to customer service
- techniques for drawing insights from verifiable evidence to develop recommendations and conclusions
- product and service standards and best practice models.

Assessment Tasks

Demonstrate knowledge required to complete the tasks outlined in elements and performance criteria of this unit. Refer to training.gov for more specific examples on assessments and tasks.

Underpinning knowledge is assessed through theory activities.



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Enrolment

Please visit <https://elearning.ezetrainingcourses.com> to create a user account and select your course to begin the enrolment process.

About EZE Training

Eze Training is a boutique Registered Training Organisation (RTO) that has grown out of the vision to bring a love for self-expression and combined it with an entrepreneurial spirit. Our point of difference is that we are grounded in the industry, and we can compete on the "big stage" while giving a personalized experience to our customers.

This means if you are an individual who wants training or an employer who wants to up-skill your staff then we will give you a dedicated Learner Coordinator who will be your one point of contact to assist you in the journey from enrollment to graduation and on to the next stage of your career. Our RTO number is 6590.

Extensions, Withdrawals and Refund Policies

All our courses require a non-refundable minimum deposit to secure your spot. Eze Training complies with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you have chosen to enrol into. Please see our Student Handbook for additional information on our Terms and Conditions.

To place a refund request, please email our head office at info@ezetraining.com.au with the subject "Refund Request". Please include the details of your person, the course you purchased and the reasoning for your refund. Please include any further details or attachments that further aid your refund request.

Whilst course fees are non-refundable, the decision of assessing the extenuating circumstances and refund requests rests with the CEO and management and shall be assessed on a case by case basis with their decision being final.

If you are having difficulties completing your course or attending on the allocated training day, you can transfer your course to another date or request an extension – This must be done within two weeks of your face-to-face training for those attending practical sessions or before your expiration date with online courses. Please be sure to read through your course's information regarding expirations and due dates.

To place an extension request, please email our head office at info@ezetraining.com.au with the subject "Extension Request" and to request a change of date, please email our head office at info@ezetraining.com.au with the subject "Change of Date Request". Please include all details or attachments that further aid any of your requests.



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More information

For further information on our courses, please use the following contact details:

Phone: 1300 552 044

Email: info@ezetraining.com.au

Website: www.ezetrainingcourses.com