



Diploma in Customer Services Management

Program Overview

The Diploma in Customer Services Management reflects the role of individuals working in diverse business service roles. Learners develop advanced skills in leadership, project work, communication, finance, and risk management to operate effectively in a variety of business contexts. Students may already possess workplace experience and wish to build their capability across a broad range of business functions, including operations, human resources, sustainability, and continuous improvement.

Possible Career Opportunities:

- Executive Officer
- Business Development Manager
- Project Consultant
- Office Manager
- Administration or Operations Supervisor

Entry Requirements:

- Completed Year 13 or Pass in Year 12 or
- Work experience in relevant industry sector or
- Met the mature student criteria.

(If above not met, must pass vocational literacy and numeracy test set by OIT.)

Duration & Delivery & Fees:

- 3 to 4 Trimesters
- Blended Delivery: Face-to-Face and online through Moodle
- Total Fees - \$7,000.00

Unit of Competency

Core Units (5)

1. HDCSM 510 – Develop critical thinking in others
2. HDCSM 511 – Manage budgets and financial plans
3. HDCSM 512 – Develop workplace policies and procedures for sustainability
4. HDCSM 513 – Manage business resources
5. HDCSM 514– Lead communication in the workplace

Elective Units (7)

1. HDCSM 515 – Manage business risk
2. HDCSM 516 – Undertake project work
3. HDCSM 517 – Manage meetings
4. HDCSM 518 – Manage recruitment and onboarding
5. HDSCM 519 – Communicate with influence
6. HDCSM 520 – Identify and evaluate marketing opportunities
7. HDSCM 521 – Facilitate continuous improvement

For further information, please contact on email info@oit.ac.fj or phone (679) 835 2627 / (679) 672 0123

For enrolment, please visit OIT Namaka Campus, Level 1, Challenge Plaza, Namaka, Nadi or apply online via <https://oit.ac.fj/qualification-application-form/>

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