



Certificate IV in Customer Service Management

Program Overview

The Certificate IV in Customer Service Management (Level 4) provides students with the knowledge and skills to apply solutions to a defined range of unpredictable business problems and to analyze and evaluate information from a variety of sources. Learners will develop key competencies in communication, digital literacy, teamwork, and workplace health and safety preparing them for a wide range of administrative and supervisory business roles.

Possible Career Opportunities:

- Office Administrator
- Customer Service Officer
- Project Officer
- Business Development Assistant

Entry Requirements:

- 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:

- 2 Trimesters
- Blended Delivery: Face-to-Face and online through Moodle
- Total Fees - \$2,250.00

Unit of Competency

HCCSM 410 Apply critical thinking to work practices

HCCSM 411 Use digital technologies to collaborate in a work environment

HCCSM 412 Build and maintain business relationships
HCCSM 413 Implement and monitor WHS policies, procedures and programs
HCCSM 414 Write complex documents
HCCSM 415 Apply communication strategies in the workplace
HCCSM 416 Develop personal work priorities
HCCSM 417 Develop and use emotional intelligence
HCCSM 418 Promote innovation in a team environment
HCCSM 419 Implement continuous improvement
HCCSM 420 Implement customer service strategies
HCCSM 421 Promote products and services

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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