

# Course Outline

## **BSB30207 Certificate III in Customer Contact**

This qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

### **Job Roles**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Call/Contact Centre Agent
- Customer Service Representative
- Senior Customer Service Representative
- Telesales Representative.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification. Flexibility

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

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or call 03 6344 3747 to talk to a  
Work Plus Development + Training representative today**

## Certificate III in Customer Contact – the qualification rules

Requiring 12 units for the qualification.

Six (6) units in total:

- BSBCCO301A Use multiple information systems
- BSBCUS301A Deliver and monitor a service to customers
- BSBOHS301B Apply knowledge of OHS legislation in the workplace
- BSBPRO401A Develop product knowledge
- BSBWOR203A Work effectively with others
- BSBWOR301A Organise personal work priorities and development

Six (6) elective units...

The **6 elective units** may be selected from the elective units listed below or from an equivalent AQF level qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package.

- BSBCCO202A Conduct data collection
- BSBCCO302A Deploy customer service field staff
- BSBCCO303A Conduct a telemarketing campaign
- BSBCCO304A Provide sales solutions to customers
- BSBCCO305A Process credit applications
- BSBCCO306A Process complex accounts, service severance and defaults
- BSBCMM301A Process customer complaints
- BSBLED301A Undertake e-learning
- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBMGT405A Provide personal leadership, Product Skills and Advice
- BSBPRO301A Recommend products and services
- BSBSLS402A Identify sales prospects
- BSBSLS403A Present a sales solution
- BSBSLS404A Secure prospect commitment
- BSBSLS405A Support post-sale activities
- BSBSLS406A Self-manage sales performance
- BSBWOR201A Manage personal stress in the workplace
- FNSICCUS301B Respond to customer enquiries
- FNSICSAM301A Identify opportunities for cross selling products and services

### Pathways from the qualification

After achieving the BSB30207 Certificate III in Customer Contact, candidates may undertake the BSB40307 Certificate IV in Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles, or a range of other Certificate IV qualifications.