

# Course Outline

## BSB20207 Certificate II in Customer Contact

This qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge at an entry level role in a customer contact context. They work under direct supervision.

### 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
- 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).

Distance education gives the individual the flexibility to design a program that suits their needs. Whether looking to launch a career or up skill in an existing role, the Work Plus Development & Training model allows the flexibility to make it work.

Work Plus Development & Training view distance education and workplace education equally, with both achieving the same quality service delivery and nationally recognised qualifications.

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...  
...Provision of quality learning and assessment resources...

... and as distance education participants, there is still plenty of opportunity to access Work Plus Development & Training’s qualified consultants, using a range of methods including...

- ...Telephone & Facsimile
- ...Email
- ...Online Forums & Blogs

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

**Enrol now online at [www.workplus.com.au](http://www.workplus.com.au)  
or call 03 6344 3747 to talk to a  
Work Plus Development + Training representative today**

## Certificate II in Customer Contact – the qualification rules

Requiring 10 units for the qualification.

Seven (7) core units in total:

- BSBCCO201A Action customer contact
- BSBCCO301A Use multiple information systems
- BSBCUS301A Deliver and monitor a service to customers
- BSBIND101A Work effectively in a contact centre environment
- BSBCMM201A Communicate in the workplace
- BSBITU101A Operate a personal computer
- BSBOHS201A Participate in OHS processes

Three (3) elective units...

The **3 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
- BSBMGT402A Implement operational plan
- 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
- BSBWOR203A Work effectively with others
- BSBWOR301A Organise personal work priorities and development
- FNSICSAM301A Identify opportunities for cross selling products and services
- ICAU133B Send and retrieve information over the Internet using browsers and email
- ICAU2006B Operate computing packages

## Pathways from the qualification

After achieving the BSB20207 Certificate II in Customer Contact, candidates may undertake the BSB30207 Certificate III 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 III qualifications.

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