



BSB30207 - Certificate III in Customer Contact

COURSE OUTLINE

Who is this program for?

This program is for those who have contact with customers. 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.

Duration

The duration of the course is 12 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Nil

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

A total of 12 units must be completed. There are 6 core units that are compulsory, and then a selection of 6 elective units must be made.

Qualification

At the completion of all units of competency, candidates are awarded with a Certificate III in customer contact – BSB30207.

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Call/Contact Centre Agent, Customer Service Representative, Senior Customer Service Representative, or Telesales Representative.

Who can I contact for more information?

traineeships@changenetwork.com.au

CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCCO301A	Use multiple information systems	This unit describes the performance outcomes, skills and knowledge required to effectively use multiple information systems to research information and records, and to maintain up to date customer information.
BSBCUS301A	Deliver and monitor a service to customers	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.
BSBOHS301B	Apply knowledge of OHS legislation in the workplace	This unit describes the performance outcomes, skills and knowledge required to apply understanding of the occupational health and safety (OHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards is achieved.
BSBPRO401A	Develop product knowledge	This unit describes the performance outcomes, skills and knowledge required to develop product knowledge in preparation for the sales process.
BSBWOR203A	Work effectively with others	This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
BSBWOR301A	Organise personal work priorities and development	This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.

ELECTIVE UNITS (Choose 6)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCCO202A	Conduct data collection	This unit describes the performance outcomes, skills and knowledge required to collect primary data for market research and opinion poll research activities by telephone or similar means.
BSBCCO302A	Deploy customer service field staff	This unit describes the performance outcomes, skills and knowledge required to deploy field staff to fulfil service commitments to customers.

BSBCC0303A	Conduct a telemarketing campaign	This unit describes the performance outcomes, skills and knowledge required to undertake a telemarketing campaign which may involve both inbound and outbound calling.
BSBCC0304A	Provide sales solutions to customers	This unit describes the performance outcomes, skills and knowledge required to process sales inquiries requiring complex solutions and follow up to ensure customer satisfaction.
BSBCC0305A	Process credit applications	This unit describes the performance outcomes, skills and knowledge required to handle credit applications or arrangements for customers with no credit rating or a poor credit rating and as required by an organisation.
BSBCC0306A	Process complex accounts, service severance and defaults	This unit describes the performance outcomes, skills and knowledge required to handle difficult contacts relating to customer billing and customer accounting, primarily where the customer is defaulting.
BSBCMM301A	Process customer complaints	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers
BSBLED301A	Undertake e-learning	This unit describes the performance outcomes, skills and knowledge required to undertake learning using electronic and communication technologies. It relates to the identification of learning needs and opportunities and to the development of an e-learning plan.
BSBMGT401A	Show leadership in the workplace	This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.
BSBMGT402A	Implement operational plan	This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.
BSBMGT405A	Provide personal leadership	This unit describes the performance outcomes, skills and knowledge required to display high levels of personal leadership and to be a role model within the work environment.
BSBPRO301A	Recommend products and services	This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.

BSBSLS402A	Identify sales prospects	This unit describes the performance outcomes, skills and knowledge required to identify of potential sales prospects through application of prospecting methods.
BSBSLS403A	Present a sales solution	This unit describes the performance outcomes, skills and knowledge required to present a sales solution which responds to the specific buying needs of the client.
BSBSLS404A	Secure prospect commitment	This unit describes the performance outcomes, skills and knowledge required to use sales processes associated with securing prospect commitment to proceed with a sale.
BSBSLS405A	Support post-sale activities	This unit describes the performance outcomes, skills and knowledge required to attend to post sale activities that build and strengthen the partnership between a salesperson and the client, and enhance the prospect of future sales.
BSBSLS406A	Self-manage sales performance	This unit describes the performance outcomes, skills and knowledge required to self manage sales performance through establishing an individualised sales plan, and through managing stress, time and sales related paperwork.
BSBWOR201A	Manage personal stress in the workplace	This unit describes the performance outcomes, skills and knowledge required to manage personal stress in a customer contact environment
FNSICCUS301B	Respond to customer enquiries	This unit covers the skills and knowledge to respond to customer enquiries about financial products or services
FNSICSAM301A	Identify opportunities for cross selling products and services	This unit encompasses the competencies required to identify cross selling opportunities and sell the identified products or services to customers.