

**HEAD OFFICE**

9 Darling St Ipswich Qld 4305

**BRISBANE OFFICE**

4/621 Coronation Dr Toowong 4066

**CONTACT DETAILS**

Phone 07 3812 2920

Fax 07 3812 3552

Email [skills@topoffice.com.au](mailto:skills@topoffice.com.au)Web [www.topoffice.com.au](http://www.topoffice.com.au)

*Discover  
yourself...*

**WE SPECIALISE IN****NATIONALLY RECOGNISED  
CERTIFICATES**

- Certificate II in Business
  - Customer Contact
- Certificate III in Business
  - Administration
  - Customer Contact
  - Frontline Management
  - Recordkeeping
- Certificate IV in Business
  - Administration
  - Frontline Management
  - Human Resources
  - Marketing
  - Recordkeeping
  - Small Business Management

**COMPUTER TRAINING**

- Microsoft Office
- MYOB

**PROFESSIONAL DEVELOPMENT**

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

*Discover us...*

**WHO ARE WE?**

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

**BSB20207****Certificate II in Customer Contact****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

**LENGTH OF STUDY**

Maximum 12 months access to training program and support.

**COURSE DESCRIPTION**

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.

**COURSE PRE-REQUISITES**

- Evidence through either training or work experience of performance equivalent to BSB10107 Certificate I in Customer Contact.
- Some vocational experience assisting in a range of work settings but without formal qualifications.
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

**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.

**UNITS OF COMPETENCY**

Certificate II in Customer Contact requires completion of 10 units of competency to attain the qualification. Skills at Top can offer this as follows:

- Seven **Core** units listed below
- Three **Elective** units (may be selected from the elective units listed on the next page, or any other Certificate II qualification that Skills at Top offers, providing that all units are relevant to the work outcome and local industry requirements)

**CORE UNITS****Contact Centre Operations**

BSBCC0201A Action customer contact

BSBCC0301A Use multiple information systems

**Customer Service**

BSBCUS301A Deliver and monitor a service to customers

**Industry Context**

BSBIND101A Work effectively in a contact centre environment

**Interpersonal Communication**

BSBCMM201A Communicate in the workplace

**IT Use**

BSBITU101A Operate a personal computer

**Occupational Health and Safety**

BSBOHS201A Participate in OHS processes

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



## BSB20207 Certificate II in Customer Contact

### Elective Units

#### Contact Centre Operations

BSBCC0202A	Conduct data collection
BSBCC0302A	Deploy customer service field staff
BSBCC0303A	Conduct a telemarketing campaign
BSBCC0304A	Provide sales solutions to customers
BSBCC0305A	Process credit applications
BSBCC0306A	Process complex accounts, service severance and defaults

#### Interpersonal Communication

BSBCMM301A	Process customer complaints
------------	-----------------------------

#### Management

BSBMGT402A	Implement operational plan
------------	----------------------------

#### Product Skills and Advice

BSBPRO301A	Recommend products and services
------------	---------------------------------

#### Sales

BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sale activities
BSBSLS406A	Self-manage sales performance

#### Workplace Effectiveness

BSBWOR201A	Manage personal stress in the workplace
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development