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*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. They can consist of:

- A minimum of seven units from the **Core** units listed below
- A minimum of three units from the **Elective** units listed on the next page
- If not listed on the next page, one (1) unit may be selected from the BSB07 Certificate III qualification. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package

CORE UNITS**Contact Centre Operations**

BSBCC0201A	Action customer contact
BSBCC0301A	Use multiple information systems

Customer Service

BSBCUS301A	Deliver and monitor a service to customers
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Industry Context

BSBIND101A	Work effectively in a contact centre environment
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Interpersonal Communication

BSBCM201A	Communicate in the workplace
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IT Use

BSBITU101A	Operate a personal computer
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Occupational Health and Safety

BSBOHS201A	Participate in OHS processes
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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>



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
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Management

BSBMGT402A	Implement operational plan
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Product Skills and Advice

BSBPRO301A	Recommend products and services
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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