

**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.auWeb 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

BSB30207**Certificate III 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 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.

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to BSB20207 Certificate II 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 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.

UNITS OF COMPETENCY

Certificate III in Customer Contact requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- Six **Core** units listed below
- Six **Elective** units - these may be selected from the elective units listed on the next page or any other Certificate III qualification that Skills at Top offers, providing that all units are relevant to the work outcome and local industry requirements (up to two of the six elective units may be selected from a Certificate II or Certificate IV qualification)

CORE UNITS**Contact Centre Operations**

BSBCC0301A Use multiple information systems

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

Product Skills and Advice

BSBPRO401A Develop product knowledge

Workplace Effectiveness

BSBWOR203A Work effectively with others

BSBWOR301A Organise personal work priorities and development

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...



BSB30207 Certificate III 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

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBMGT405A	Provide personal leadership

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
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Imported Units

FNSICSAM301A	Identify opportunities for cross selling products and services
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