

**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

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. They can consist of:

- A minimum of six units from the **Core** units listed below
- A minimum of six units from the **Elective** units listed on the next page
- If not listed on the next page, two (2) units 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**

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>



## 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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