



**Certificate II in Customer Contact  
(BSB20107) Course Outline**

**Real** Customisation!

**Real** Outcomes!

**Real** Learning!

## COURSE OUTLINE | CERTIFICATE II IN CUSTOMER CONTACT (BSB20107)

*This course focuses on aspects of the call centre working environment, the function and use of technology and customer service skills. As a participant you can expect to develop a broad range of skills to bring you to work ready status. You'll develop the personal skills and confidence to sell yourself into the workplace. An experienced mentor will provide you with support to guide you through this process.*

### PROGRAM INCLUSION

A focus in this program will also include building life-long skills in the following area:

- Sales and self presentation
- Interpersonal communication and confidence
- Researching suitable employment opportunities
- Industry mentors
- Work placement
- Career guidance
- Nationally recognised qualification

### PATHWAYS

Once completed, this qualification will provide students with pathways to a rewarding career as a:

- Customer Service Representative,
- Telesales Representative,
- Receptionist,
- Help Desk Operator,
- Telephone Researcher.

### UNITS OF COMPETENCY

The Certificate II in Customer Contact is comprised of ten (10) units of competency.

#### **Day 1: Planning and Development**

BSBWOR301A: Organise personal work priorities and development

#### **Day 2: Customer Focus**

BSBIND101A: Work effectively in a contact centre environment

BSBCCO201A: Action customer contact

#### **Day 3: Information Systems**

BSBITU101A: Operate a personal computer

BSBCCO301A: Use multiple information systems

#### **Day 4: Sales Skills**

BSBSLS403A: Present a sales solution

#### **Day 5: Interpersonal Communication**

BSBCUS301A: Deliver and monitor a service to customers

BSBCMM201A: Communicate in the workplace

BSBWOR203A: Work effectively with others

#### **Day 6: Occupational Health & Safety**

BSBOHS201A: Participate in OHS processes

#### **Day 7: Open Study Day**

For students who wish to continue preparing for their work placement and also for any outstanding assessments to be completed.

Alternative units of competency are available in this qualification if students have specific skills and knowledge they would like to be trained and assessed against.

### RECOGNITION

Reduce your study time – Make your work and life experiences count. Through Recognition system you can achieve qualifications by only studying in areas where you lack skills and knowledge. You can make your work and life experiences count toward your qualification.

### COURSE FEES

Please contact our office on the numbers below for course fees.