



**Certificate III in Customer Contact
(BSB30107) Course Outline**

Real Customisation!

Real Outcomes!

Real Learning!

COURSE OUTLINE | CERTIFICATE III IN CUSTOMER CONTACT (BSB30107)

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 III in Customer Contact is comprised of twelve (12) units of competency.

Day 1: OHS

BSBOHS301B: Apply knowledge of OHS legislation in the workplace

Day 2:

BSBFLM309C: Support continuous improvement systems and processes

Day 3:

BSBCMM301A Process customer complaints
BSBINM301A: Organise workplace information

Day 4:

BSBPRO401A: Develop product knowledge
BSBWRT301A: Write simple documents

Day 5:

BSBCMM401A: Make a presentation

Day 6:

BSBWOR201A: Manage personal stress in the workplace
BSBWOR203A: Work effectively with others

Day 7:

BSBWOR301A: Organise personal work priorities and development

Day 8:

BSBCCO301A: Use multiple information systems

Day 9:

BSBCUS301A: Deliver and monitor a service to customers

Day 10: 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.