



Australian Government

Department of Education, Employment and Workplace Relations

BSB30207 Certificate III in Customer Contact

Revision Number: 1

BSB30207 Certificate III in Customer Contact

Modification History

Not applicable.

Description

Descriptor

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 or contact centre agent
- customer service representative
- senior customer service representative
- telesales representative.
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Pathways Information

Qualification pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points, including:

- BSB20207 Certificate II in Customer Contact or other relevant qualification
- or
- with vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification

- BSB40307 Certificate IV in Customer Contact
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Licensing/Regulatory Information

Licensing, legislative, regulatory or certification considerations

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

BSB30207 Certificate III in Customer Contact

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry or enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listening and questioning to identify customer needs • using appropriate tone and language • writing customer notes, emails and faxes
Teamwork	<ul style="list-style-type: none"> • referring matters to nominated personnel as required • working as a member of a team and applying knowledge of one's own role to achieve team goals • working with diverse persons and groups
Problem-solving	<ul style="list-style-type: none"> • processing complex enquiries • searching product and service information, using multiple sources of information to match customer requests • using problem-solving approaches to identify customer needs and resolve customer complaints
Initiative and enterprise	<ul style="list-style-type: none"> • contributing to suggestions for improvements to products, services and processes • supporting operational plan and organisation's goals
Planning and organising	<ul style="list-style-type: none"> • maintaining customer records • managing and updating multiple information sources • operating multiple enterprise systems
Self-management	<ul style="list-style-type: none"> • managing own performance • managing own time and work priorities • managing personal stress
Learning	<ul style="list-style-type: none"> • learning new ideas, skills and techniques • seeking appropriate technical help with new computerised systems, products and services
Technology	<ul style="list-style-type: none"> • using electronic communication devices and processes, such as internet, intranet, telephony equipment, software packages, enterprise systems and email to action customer contact • using technology to assist the manipulation of information

Packaging Rules

Packaging Rules

Total number of units = 12

6 core units *plus*

6 elective units

6 elective units may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level.

Where elective units are selected from this Training Package or other accredited courses or Training Package qualifications, up to **2 of the 6 elective units** may be selected from a Certificate II or Certificate IV qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units

BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBOHS301B	Apply knowledge of OHS legislation in the workplace
BSBPRO401A	Develop product knowledge
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development

Elective units

Contact centre operations

BSBCCO202A	Conduct data collection
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BSBCCO302A	Deploy customer service field staff
BSBCCO303A	Conduct a telemarketing campaign
BSBCCO304B	Provide sales solutions to customers
BSBCCO305A	Process credit applications
BSBCCO306A	Process complex accounts

Interpersonal communication

BSBCMM301A	Process customer complaints
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Learning and development

BSBLED301A	Undertake e-learning
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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

BSBSLS407A	Identify and plan sales prospects
BSBSLS408A	Present, secure and support sales solutions

Sustainability

BSBSUS301A	Implement and monitor environmentally sustainable work practices
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Workplace effectiveness

BSBWOR201A	Manage personal stress in the workplace
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Imported units

FNSICCUS301B	Respond to customer enquiries
FNSICSAM301B	Identify opportunities for cross selling products and services

Unit Grid

BSBCCO202A Conduct data collection
BSBCCO301A Use multiple information systems
BSBCCO302A Deploy customer service field staff
BSBCCO303A Conduct a telemarketing campaign
BSBCCO304B Provide sales solutions to customers
BSBCCO305A Process credit applications
BSBCCO306A Process complex accounts
BSBCMM301A Process customer complaints
BSBCUS301A Deliver and monitor a service to customers
BSBLED301A Undertake e-learning
BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan
BSBMGT405A Provide personal leadership
BSBOHS301B Apply knowledge of OHS legislation in the workplace
BSBPRO301A Recommend products and services
BSBPRO401A Develop product knowledge
BSBSLS407A Identify and plan sales prospects
BSBSLS408A Present, secure and support sales solutions
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWOR201A Manage personal stress in the workplace
BSBWOR203A Work effectively with others
BSBWOR301A Organise personal work priorities and development
FNSICCUS301B Respond to customer enquiries
FNSICSAM301B Identify opportunities for cross selling products and services