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ADULT EDUCATION CENTRE

Course Description

Certificate III Customer

Contact BSB30207

About The Course:

This qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Occupational Roles & Duties

Employees within the Customer Call Centre Sector 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

Some important things you should consider before commencing this course are:

- **Commitment** to the allocated training days and related activities including assessment tasks and class projects
- **Reading and Writing** – learners will need to be able to read and comprehend a range of simple texts and write a range of short texts in a number of contexts which may be interrelated.
- **Oral Communication** – learners should be able to use and respond to language around everyday subject matter, which may include some unfamiliar aspects for a range of purposes in a number of contexts which may be interrelated.
- **Numeracy and Maths** – learners should be able to deal easily with straightforward calculations either manually and/or using a calculator.
- **Desirable personal qualities** for people considering the Customer Call Centre Services industry include:
 - ✓ Excellent communication skills
 - ✓ Excellent time manager
 - ✓ Likes structured workplaces
 - ✓ Enjoys working in a team environment
 - ✓ Problem solver



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Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways from the qualification to further study

After achieving the BSB30207 Certificate III in Customer Contact, candidates are able to further their skills and knowledge by undertaking the BSB40307 certificate IV in Customer Contact, a qualification for those seeking to develop more specialized technical skills and knowledge for working in a range of customer contact roles, or a range of other certificate IV qualifications.

Licensing, Legislative, Regulatory or Certification Considerations

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

What units will I be studying?

Competency Code	Competency Name	Competency Summary
BSBCCO301A	Use multiple information systems	This unit describes the performance outcomes, skills and knowledge required to effectively use multiple information systems to research information and records, and to maintain up to date customer information.
BSBWOR301A	Organise personal work priorities and development	This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.
BSBCUS301A	Deliver and monitor a service to customers	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.
BSBCCO202A	Conduct data collection	This unit describes the performance outcomes, skills and knowledge required to collect primary data for market research and opinion poll research activities by telephone or similar means.
BSBCMM301A	Process customer complaints	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
BSBLED301A	Undertake e-learning	This unit describes the performance outcomes, skills and knowledge required to undertake learning using electronic and communication technologies. It relates to the identification of learning needs and opportunities and to the development of an elearning plan.
BSBOHS301B	Apply knowledge of OHS legislation in the workplace	This unit describes the performance outcomes, skills and knowledge required to apply understanding of the occupational health and safety (OHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards is achieved.

BSBPRO401A	Develop product knowledge	This unit describes the performance outcomes, skills and knowledge required to develop product knowledge in preparation for the sales process.
BSBWOR203A	Work effectively with others	This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
BSBWOR201A	Manage personal stress in the workplace	This unit describes the performance outcomes, skills and knowledge required to manage personal stress in a customer contact environment.
BSBPRO301A	Recommend products and services	This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.
FNSICCUS301B	Respond to customer enquiries	This unit covers the skills and knowledge to respond to customer enquiries about financial products or services



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