



Australian Government

Department of Education, Employment and Workplace Relations

BSB20207 Certificate II in Customer Contact

Revision Number: 1

BSB20207 Certificate II in Customer Contact

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge at an entry level role in a customer contact context. They work under direct supervision.

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
- telesales representative.
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Pathways Information

Qualification pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB10107 Certificate I in Business or other relevant qualification

or

- with vocational experience assisting in a range of work settings without a formal business qualification.

Pathways from the qualification

- BSB30207 Certificate III 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

BSB20207 Certificate II 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 • 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"> • searching product and service information, using multiple sources of information to match customer requests • using problem-solving approaches to identify customer needs
Initiative and enterprise	<ul style="list-style-type: none"> • contributing to suggestions for improvements to products, services and processes
Planning and organising	<ul style="list-style-type: none"> • maintaining customer records • operating multiple enterprise systems
Self-management	<ul style="list-style-type: none"> • 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 = 10**7 core units *plus*****3 elective units**

The **3 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.

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

Core units

BSBCCO201A	Action customer contact
BSBCCO301A	Use multiple information systems
BSBCCM201A	Communicate in the workplace
BSBCUS301A	Deliver and monitor a service to customers
BSBIND101A	Work effectively in a contact centre environment
BSBITU101A	Operate a personal computer
BSBOHS201A	Participate in OHS processes

Elective units**Contact centre operations**

BSBCCO202A	Conduct data collection
BSBCCO302A	Deploy customer service field staff
BSBCCO303A	Conduct a telemarketing campaign
BSBCCO304A	Provide sales solutions to customers
BSBCCO305A	Process credit applications
BSBCCO306A	Process complex accounts

Interpersonal communication

BSBCCM301A	Process customer complaints
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Learning and development

BSBLED301A Undertake e-learning

Management

BSBMGT402A Implement operational plan

Product skills and advice

BSBPRO301A Recommend products and services

Sales

BSBSLS407A Identify and plan sales prospects

BSBSLS408A Present, secure and support sales solutions

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace effectiveness

BSBWOR201A Manage personal stress in the workplace

BSBWOR203A Work effectively with others

BSBWOR301A Organise personal work priorities and development

Imported units

FNSICSAM301B Identify opportunities for cross selling products and services

ICAU1133B Send and retrieve information over the Internet using browsers and email

ICAU2006B Operate computing packages