



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB30211 Certificate III in Customer Contact**

**Release: 1**

## BSB30211 Certificate III in Customer Contact

### Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i> .  <i>Replaces BSB30207 Certificate III in Customer Contact</i>

### Description

This qualification reflects the role of individuals who typically undertake complex customer interaction under supervision and with some authority to delegate.

Duties at this level would include working with multiple communication channels, receiving and responding to customer requests, handling customer complaints, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

### Job roles

Possible job roles relevant to this qualification include:

- customer contact agents or operators
- customer services representatives
- telesales representatives.

### Pathways Information

#### Pathways into the qualification

Preferred pathway for candidates considering this qualification include:

- BSB20211 Certificate II in Customer Contact or other relevant qualifications

or

- vocational experience assisting in a range of support roles without a formal business qualification.

#### Pathways from the qualification

BSB40311 Certificate IV in Customer Contact or a range of other Certificate IV qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

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

## Packaging Rules

**Total number of units = 12**

**4 core units *plus***

**8 elective units** of which:

- 2 units must be from Group A elective units below
- the remaining 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core units

BSBCCO301B Use multiple information systems

BSBCCO307A Work effectively in customer contact

BSBCCO309A Develop product and service knowledge for customer contact operation

BSBCUS301B Deliver and monitor a service to customers

### Elective units

#### Group A

BSBCCO203A Conduct customer contact

BSBCCO204A Collect data

BSBCCO302B Deploy customer service field staff

BSBCCO303B Conduct a telemarketing campaign

BSBCCO304C Provide sales solutions to customers

BSBCCO305B Process credit applications

BSBCCO306B Process complex accounts

BSBCCO308A Conduct outbound customer contact

BSBCCO403A Schedule customer contact activity

BSBCMM301B Process customer complaints

BSBITU203A Communicate electronically

BSBITU307A Develop keyboarding speed and accuracy

BSBLED301A Undertake elearning

BSBWOR203A Work effectively with others

BSBWOR301B Organise personal work priorities and development

#### Group B

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBMGT405A Provide personal leadership

BSBOHS201A Participate in OHS processes

BSBOHS301B Apply knowledge of OHS legislation in the workplace

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

FNSSAM301A Identify opportunities for cross-selling products and services  
ICAICT209A Interact with ICT clients  
ICASAS204A Record client support requirements  
ICASAS305A Provide IT advice to clients