Australian Government

BSB20211 Certificate II in Customer Contact

Release 2

BSB20211 Certificate II in Customer Contact

Modification History

Release	Comments
Release 2	New release of this Qualification with *BSB07 Business Services Training Package version 7.0.*
	BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.
Release 1	This version first released with *BSB07 Business Training Package version 6.0.*
	Replaces BSB20207 Certificate II in Customer Contact

Description

This qualification reflects the role of individuals who typically interact with customers under direct supervision and with limited authority to delegate.

Duties at this level would include working with multiple communication channels, receiving and responding to customer requests, and capturing data.

Job roles

Possible job roles relevant to this qualification include:

- customer contact assistants or operators.

Pathways Information

Pathways into the qualification

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

Pathways from the qualification

- BSB30211 Certificate III in Customer Contact or a range of other Certificate III 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	• listening and questioning to identify customer needs • writing customer notes, emails and faxes
Teamwork	• 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	• searching product and service information, using multiple sources of information to match customer requests • using problem-solving approaches to identify customer needs and expectations
Initiative and enterprise	• contributing to suggestions for improvements to products, services and processes
Planning and organising	• maintaining customer records • operating multiple enterprise systems
Self-management	• managing own time and work priorities • managing personal stress
Learning	• learning new ideas, skills and techniques • seeking appropriate technical help with new computerised systems, products and services
Technology	• using electronic communication devices and processes, i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email to action customer contact • using technology to assist the manipulation of information

Packaging Rules

Total number of units = 9
3 core units *plus*
6 elective units of which:

- 3 units must be from the elective units below
- the remaining 3 units may be from the elective units below, 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
BSBCCO203A Conduct customer contact
BSBCCO205A Prepare for work in a customer contact environment
BSBCMM201A Communicate in the workplace

Elective units
BSBCCO301B Use multiple information systems
BSBCCO305B Process credit applications
BSBCCO308A Conduct outbound customer contact
BSBCCO309A Develop product and service knowledge for customer contact operation
BSBCMM301B Process customer complaints
BSBCUS201B Deliver a service to customers
BSBITU101A Operate a personal computer
BSBITU203A Communicate electronically
BSBLED301A Undertake elearning
BSBWHS201A Contribute to health and safety of self and others
BSBWOR201A Manage personal stress in the workplace
BSBWOR203B Work effectively with others
ICAICT103A Use, communicate and search securely on the internet
ICAICT203A Operate application software packages