



**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"><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 resolve customer complaints</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 plan and organisation's 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, such as internet, intranet, telephony equipment, software packages, enterprise systems and email to action customer contact</li><li>• using technology to assist the manipulation of information</li></ul>   |

## 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 |
|------------|-------------------------|

|            |                                      |
|------------|--------------------------------------|
| 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 |
|------------|-----------------------------|

**Learning and development**

|            |                      |
|------------|----------------------|
| BSBLED301A | Undertake e-learning |
|------------|----------------------|

**Management**

|            |                                  |
|------------|----------------------------------|
| BSBMGT401A | Show leadership in the workplace |
| BSBMGT402A | Implement operational plan       |
| BSBMGT405A | Provide personal leadership      |

**Product skills and advice**

|            |                                 |
|------------|---------------------------------|
| BSBPRO301A | Recommend products and services |
|------------|---------------------------------|

**Sales**

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

**Sustainability**

|            |                                                                  |
|------------|------------------------------------------------------------------|
| BSBSUS301A | Implement and monitor environmentally sustainable work practices |
|------------|------------------------------------------------------------------|

**Workplace effectiveness**

|            |                                         |
|------------|-----------------------------------------|
| BSBWOR201A | Manage personal stress in the workplace |
|------------|-----------------------------------------|

**Imported units**

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

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