Australian Government

BSB30211 Certificate III in Customer Contact

Release 2

BSB30211 Certificate III 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 BSB30207 Certificate III in Customer Contact.

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	• listening and questioning to identify customer needs • using appropriate tone and language • 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	• processing complex enquiries • 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 • supporting operational plans and organisational goals
Planning and organising	• maintaining customer records • managing and updating multiple information sources • operating multiple enterprise systems
Self-management	• managing own performance • 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 to action customer contact, i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email • using technology to assist the manipulation of information

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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
BSBWOR203B 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
BSBSLS407A Identify and plan sales prospects
BSBSLS408A Present, secure and support sales solutions
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWHS201A Contribute to health and safety of self and others
BSBWHS302A Apply knowledge of WHS legislation in the workplace

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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