



# Centacare Employment & Training Qld

## Certificate III in Customer Contact (BSB30207)

### Description

This qualification gives applicants a future in the area of working with customers with careers as:

- Call/Contact Centre Agent
- Customer Service Representative
- Senior Customer Service Representative
- Telesales Representative

This qualification requires participants to complete twelve (12) units of competency including 6 Core Units and 6 Elective Units.

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 work priorities and development

Elective Units			
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, service severance and defaults
BSBCMM301A	Process customer complaints	BSBLED301A	Undertake e-learning
BSBMGT401A	Show leadership in the workplace	BSBMGT402A	Implement operational plan
BSBMGT405A	Provide personal leadership Product Skills and Advice	BSBPRO301A	Recommend products and services
BSBSLS402A	Identify sales prospects	BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment	BSBSLS405A	Support post-sale activities
BSBSLS406A	Self-manage sales performance	BSBWOR201A	Manage personal stress in the workplace
FNSICCUS301B	Respond to customer enquiries	FNSICSAM301A	Identify opportunities for cross selling products and services

Employability Skills for Certificate III in Customer Contact can be found on the website:  
<http://employabilityskills.training.com.au/> by entering the qualification code BSB30207.