
Certificate II in Customer Contact BSB20207

Description

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge at an entry level role in a customer contact context. They work under direct supervision. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Call/Contact Centre Agent; Customer Service Representative; Telesales Representative.



Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB10107 Certificate I in Business or other relevant qualification/s OR
- providing evidence of competency in the majority of units required for the BSB10107 Certificate I in Business or other relevant qualification/s OR
- with limited vocational experience assisting in a range of work settings without a formal business qualification

After achieving the BSB20207 Certificate II in Customer Contact, candidates may undertake the BSB30207 Certificate III in Customer Contact, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of customer contact roles, or a range of other Certificate III qualifications.

Qualification Rules

7 Core Units + 3 Elective Units = 10 Units

Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

7 Core Units:

BSBCCO201A	Action customer contact
BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBIND101A	Work effectively in a contact centre environment
BSBCMM201A	Communicate in the workplace
BSBITU101A	Operate a personal computer
BSBOHS201A	Participate in OHS processes

Elective Units - choose 3 units from those below, or any currently endorsed national Training Package:

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

BSBCUS201A	Deliver a service to customers
BSBLED301A	Undertake e-learning
BSBMGT402A	Implement operational plan
BSBPRO301A	Recommend products and services
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sales activities
BSBSLS406A	Self-manage sales performance
BSBWOR201A	Manage personal stress in the workplace
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development
FNSICSAM301A	Identify opportunities for cross selling products and services
ICAU1133A	Send and retrieve information over the Internet using browsers and email
ICAU2006A	Operate computing packages