
Certificate III in Customer Contact BSB30207

Description

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 and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Call/Contact Centre Agent; Customer Service Representative; Senior Customer Service Representative Telesales Representative.



Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Candidates may enter into the qualification through a number of entry points demonstrating potential to undertake vocational education and training at certificate level, including:

- after achieving the BSB20207 Certificate II in Customer Contact or other relevant qualification/s OR
- providing evidence of competency in the majority of units required for the BSB20207 Certificate II in Customer Contact or other relevant qualification/s OR
- with some vocational experience assisting in a range of support roles without a formal business qualification

After achieving the BSB30207 Certificate III in Customer Contact, candidates may undertake the BSB40307 Certificate IV 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 IV qualifications.

Qualification Rules

6 Core Units + 6 Elective Units = 12 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.

6 Core Units:

BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBOHS301A	Apply knowledge of OHS legislation in the workplace
BSBPRO401A	Develop product knowledge
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development

6 Elective Units may be chosen 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
BSBLED301A	Undertake e-learning
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBMGT405A	Provide personal leadership
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
FNSICCUS301B	Respond to customer enquiries
FNSICSAM301A	Identify opportunities for cross selling products and services