

## Qualification Outline

**Certificate III in Customer Contact**

**Code: BSB30207**

### QUALIFICATION PACKAGING RULES

12 units must be selected for this qualification

6 Core units *plus*

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 personal work priorities and development

#### Elective Units

The 6 elective units may be selected from the elective units listed below, or from an equivalent AQF level qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package.

Where elective units are being chosen from other Training Package qualifications, up to 2 of the 6 elective units may be selected from Certificate II or Certificate IV qualifications. The remaining 4 elective units must be chosen from a Certificate III qualification.

- 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 default
- 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-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 service

#### Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

**For further information on courses or training options, please contact us by**

**Phone: 1300 739 320**

**Email: [admin@setraining.com.au](mailto:admin@setraining.com.au)**