



## - FACT SHEET -

# BSB 30207 Certificate III in Customer Contact

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing customer contact staff should possess. These competencies relate to the areas of:

- Communication
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

### Purpose

The purpose of the training program is to develop the skills and knowledge of customer contact team members.

### Program Benefits

- Improved productivity
- Increased innovation
- Development of communication skills
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals
- Development of sales skills
- Ability to manage complaints.

### Units/Modules covered

- 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
- BSBCMM301A Process customer complaints
- BSBCCO302A Deploy customer service field staff
- BSBCCO303A Conduct a telemarketing campaign
- BSBCCO304A Provide sales solutions to customers
- BSBSLS403A Present a sales solution
- BSBSLS404A Secure prospect commitment

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



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**The training you need to excel in Customer Contact.**

