



Certificate III in Customer Contact

BSB30207

For **Full Fee Paying** students (Up to two year term)

For **New Employee** Traineeships (NSW) (Up to one year term for full time employees, longer for part time employees. Early completions may be applied for)

Participants must complete both phases to achieve a Certificate III in Customer Contact

Phase A

BSBWOR402A	Promote Team Effectiveness
BSBWOR203A	Work effectively with others *
BSBWOR301A	Organise personal work priorities & development *
BSBOHS301B	Apply knowledge of OHS legislation in the workplace *
BSBINN301A	Promote innovation in a team environment *

Phase B

BSBCUS301A	Deliver and monitor a service to customers *
BSBPRO401A	Develop product knowledge *
FNSICCUS301B	Respond to customer enquiries
BSBCCO301A	Use multiple information systems *
BSBCCO303A	Conduct a telemarketing campaign
BSBCCO304A	Provide sales solutions to customers
BSBCMM301A	Process customer complaints

* Core competencies

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at Certificate III 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.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

Customer Service Representative

Telesales Representative.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the 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.



State Training Services

Funding for New Entrant Traineeships in New South Wales is funded by the NSW Department of Education and Training through the Apprenticeship and Traineeship Training Program.