

## Certificate II in Customer Contact (BSB20207)

### Who is this course for?

The course is especially designed for those who are interested in a future in Business Administration. Successful completion of this course can lead to futures careers as:

- Call / Contact Centre Agent
- Customer Service Representative
- Telesales Representative

### What will you learn in this course?

The course aims to give you the knowledge and skills required to work in most areas of working business environments. The qualification requires ten (10) units of competency.



### 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

BSBCMM301A	Process customer complaints
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development
ICAU2006B	Operate computing packages

ICAU133B	Send and retrieve information over the Internet using browsers and email
BSBPRO301A	Recommend products and services
BSBMGT402A	Implement operational plan

Employability Skills Summaries for Training Package qualifications are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>  
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