

## Certificate III in Customer Contact (BSB30207)

### 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
- Senior 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 twelve (12) units of competency.



### CORE UNITS

BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBOHS301A	Apply knowledge of OHS legalisation in the workplace

BSBPRO401A	Develop product knowledge
BSBWOR301A	Organise personal work priorities and development
BSBWOR203A	Work effectively with others

### ELECTIVE UNITS

BSBITU309A	Produce desktop published documents
BSBCMM301A	Process customer complaints
BSBITU201A	Produce simple word processed documents

BSBITU202A	Produce simple spreadsheets
BSBMGT401A	Show leadership in the workplace
BSBCUS301A	Deliver and monitor a service to customers

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>

HB Training is a Registered Training Organisation delivering accredited training in Business, Retail, Financial Services, Information Technology and Training and Assessment.



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