

Certificate II in Customer Contact – BSB20207

A Certificate II in customer contact builds a career in the business/office workplace learning the skills and knowledge to confidently work as a general office assistant. This qualification develops your knowledge, understanding and application of clerical, administrative and secretarial practices. Students should expect entry-level employment through this course in the private or public sector in a small or large enterprise.



Both individuals and organisations will benefit from the program as skills and knowledge directly applicable to the workplace are clearly indicated and demonstrated.

Who is the courses aimed at:

The course is designed for individuals who are intending to gain employment or advancement in a job role that requires customer contact – either by phone or in person.

Possible employment prospects relevant to this qualification include - customer service personal advisor, call centre staff who handle inbound and outbound service, team work or developing or managing your own business.



Content

The qualification is competency based and is gained by providing evidence of competency in the units. Participants carry out assessment projects directly related to the workplace and can create immediate benefits for the organisation. Participants are provided with learning and assessment guides to lead them through the program and complete workplace based assignments.



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The BSB20207 Certificate II Customer Contact comprises of ten (10) units.

Competencies are required in all 10 units.

The course can be adapted to suit an industry or employer requirements.



Units of Competency

Core

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

Electives

BSBWOR301A	Organise personal work priorities and development
BSBCMM301A	Process Customer Complaints
BSBITU201A	Produce Simple Word Processed Documents

Duration

This program is trainer-led, classroom based and is held at Maxis Solution, Chatswood.

Time – 21 days plus assignments and assessment time.

Bookings Essential
9410 1880

Recognition of Prior Learning

Recognition of Prior Learning is available to those who have demonstrable competency and relevant experience in the frontline management area and/or other relevant qualifications for part or the whole of this Qualification. Please contact us for RPL/RCC Application form. Statements of Attainment can be issued for individual Units.

Fees

Certificate II in Business - \$2100 (GST free)

Participants are provided with learning and assessment guides, facilitator assistance, competency assessments and the issuance of qualification upon successful completion.

Individual units of competence can be undertaken at \$200.00 per unit plus \$25 admin fee.

