

# Certificate III in Customer Contact [BSB30207]



## About this Qualification

In order to retain customers and increase the level of professionalism in a Customer Contact environment, representatives require a high standard of training.

Call Centre employees require skills in customer service, customer support, effective team skills and reporting. They need to also learn to manage personal work priorities and establish effective work relationships.

The Certificate III in Customer Contact qualification has a range of subject options to enable businesses to select the skills and knowledge that their staff would benefit from training in. It suits new employees, and those with more experience but who have specific training needs.

This flexibility with subject choice makes this qualification one that can be tailored for most contact centre types and job roles.

## Course Suitability

The job roles that may suit this course include:

- Call Centre Consultants
- Telemarketers
- Help Desk Operators
- Customer Service Officers
- Outbound Consultants
- Booking Agents

## Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment\*

\*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

## Course Fees

The course fees for eligible New Worker Traineeship enrolments\* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

## Course Duration

The qualification is timetabled to be completed in one year over a 26 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

## Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



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## College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

## Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy contact centre – with small periods of time between calls being able to be used effectively.

## Entry Requirements

To complete this course you must have average levels of English literacy, access to Call Centre technology and basic PC skills.

You must also demonstrate average English verbal communication skills as applicable to a customer contact environment.



## Course Subjects and Electives

The qualification includes the following core modules:

- Using Multiple Information Systems
- Achieving Work Priorities
- Safety at Work
- Greenlight to Customer Service
- Product and Service Knowledge

The qualification includes the following elective modules:

- Provide a Sales Solution to Customers
- Resolving Customer Complaints
- Provide Personal Leadership
- Telemarketing
- Financial Products - Loans
- Meetings, Conferences and Travel
- Business Networks

Other electives are available as additional modules subject to identified workplace needs.

For example the following electives would suit a Contact centre that supports IT Help desks:

- Locate and Action Faults
- Maintain computer Equipment

## Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

After completion of this qualification you have a range of opportunities to continue your studies at Certificate IV level:

- Frontline Management
- Business
- Business Administration
- or continue with Customer Contact

Career paths include opportunities as:

- Senior Consultants
- Supervisors
- Floor Managers
- Senior Telemarketers
- Team Leaders
- Call Centre Managers
- Analysts
- Senior Consultants
- Help desk Operators