

**CERTIFICATE III in Customer Contact  
BSB30207**

Requiring 12 units for the qualification

- 6 core units
- 6 units from the units listed below
- 4 units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package. If not listed below, a maximum of 2 of the 6 units may be selected from either a Certificate II or a Certificate IV qualification.
- Elective units must be relevant to the work outcome, local industry requirements and the qualification level

**Core Unit**

BSBCCO301A	Use multiple information systems
BSBCUS30A	Deliver and monitor a service to customers
BSOHS301B	Apply knowledge of OHS legislation in the workplace
BSBPRO401A	Develop product knowledge
BSBWOR203A	Work effectively with others
BSBWOR301A	Organise personal work priorities and development

**Elective Units**

BSBCCO202A	Conduct data collection
BSBSSO302A	Deploy customer service field staff
BSBCCO303A	Conduct a telemarketing campaign
BSBCCO304A	Provide sales solutions to customers
BSBCCO305A	Process credit applications
BSBCCO306A	Process complex accounts, service severance and defaults
BSBCMM301A	Process customer complaints
BSBLED301A	Undertake e-learning
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBMGT405A	Provide personal leadership
BSBPRO301A	Recommend products and services
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure and prospect commitment
BSBSLS405A	Support post-sale activities
BSBSLS406A	Self-manage sales performance
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWOR201A	manage personal stress in the workplace