



Course Information

Certificate III in Customer Contact (BSB30207)

Who is this course for?

The course is especially designed for those whose are interested in aspects of business administration.

Successful completion of this course can lead to careers as:

- Business/Administration
- Customer Service Representative (CSR)
- Telesales Representative
- Administration—Customer Contact

The course allows students to learn a multitude of functional roles within the business environment . Its really a matter of choosing the role that best suits you.

The diversity of the units selected for this qualification allows students the choice to work in a vast range of areas and therefore creating new job opportunities.

Jobs, Jobs, Jobs - Qualifications



Most people undertake this particular qualification to either secure jobs or are seeking jobs to earn extra money. This course offers the flexibility and the opportunities to work in many different dynamic industries.

Commercial Offices, Chemists, Doctors Surgeries, Accountants, Solicitors, Hotels/Motels, Libraries, Small Business and shops, Travel agents,

Banks, Recruitment Agencies, Training Organisations and many more.

What you will learn in this course

The course aims to give you knowledge and skills required to work in most areas of working business environments. The qualification requires twelve (12) units of competency.

Limited Places

Courses are based on a

“First come!!!

First Placed!!!

Ensure Early Enrolment

You May Miss Out

Making Enrolment Easy

Find out in just a few minutes if you are eligible

Call toll free on 1300 764 324



Core Units

BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBOHS301B	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

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

The Employers' Choice

Employers seek candidates who have completed this course. The combination of the selected units demonstrates to Employers that you have up-dated your skills to meet their current needs. Employers recognise the need to have great staff that can do jobs required to run a successful business. You're a key player. Employers need people who know how to use the latest technology, use the latest software and business systems. Make every thing run nice and smooth.

You've got the JOB!

FREE

**Business Course
Valued at
\$3750**

