

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBCCO301A – USE MULTIPLE INFORMATION SYSTEMS**
Field Of Study : **Contact Centre Operations**

What is this course all about?

This unit applies to use of the various information systems to maintain up to date customer information. It includes navigation between information systems and the maintenance of systems data.

When you have finished this course you should be able to demonstrate your ability to:

Access a range of information systems – BSBCCO301A/01

- ❑ Log on to information systems efficiently.
- ❑ Navigate through interfaces between information systems relevant to role.
- ❑ Navigate screens to locate displays and information relevant to role.

Process customer information using multiple information systems - BSBCCO301A/02

- ❑ Analyse customer inquiry to identify information needs.
- ❑ Identify information systems required to satisfy information needs
- ❑ Interrogate information systems to complete customer inquiry or transaction.
- ❑ Record customer information in information systems to complete customer inquiry or transaction.
- ❑ Use the shortest reasonable pathways to navigate between and within information systems.
- ❑ Maintain a dialogue with the customer while operating information systems.
- ❑ Verify information with customer to complete transaction.

Identify and rectify information system and processing errors - BSBCCO301A/03

- ❑ Identify errors in information systems relevant to role.
- ❑ Analyse errors for their impact on information systems and customers;
- ❑ Identify source of errors where possible.
- ❑ Consult with stakeholders to identify actions to rectify errors.

- ❑ Arrange rectification and confirm that amendments are accurate.
- ❑ Inform customers of errors and take necessary action.
- ❑ Identify information system faults and notify according to policy.
- ❑ Recommend procedural change according to policy.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Billing and/or Credit Staff
- ❑ Administration / I.T.

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Use of systems relevant to customer service.
- ❑ Efficient and effective navigation of the systems to required information.
- ❑ Accurate use of codes used to locate data.
- ❑ Accurate entering of data onto the system.
- ❑ Checks to ensure data is captured in accordance with laid down procedures.
- ❑ Identification and analysis of errors and reporting including recommendations.
- ❑ Computer Keyboard Usage.
- ❑ Computer Literacy.
- ❑ Database and Spreadsheet Concepts.
- ❑ Problem Solving Processes.
- ❑ Enterprise Policies, Procedures and Guidelines.
- ❑ Enterprise Business System(s) and Operating Platforms.

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.