

## Training Sessions

### Course:

Certificate III in Customer Contact  
BSB30207



### Description:

The Certificate III in Customer Contact is developed to coach participants in all aspects of direct customer contact via telephone or other telecommunication methods. This course is designed for experienced level certification, and provides participants with essential tools to succeed in the Customer Contact industry.

### About Matrix Training Group

Matrix Training Group (MTG) is a Registered Training Organization (RTO - Registration Number 21471) providing nationally recognised training for individuals and businesses.

Since 1999, MTG have provided personalised training programs to companies and individuals across a broad range of industries. We will promise to provide every trainee the learning experience that is fun, interactive and professional.



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*Anything's possible... !*

## Certificate III in Customer Contact

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Requiring **12units** for the qualification. 6 **Core** Units, and 6 **Elective** Units.

### Core:

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

### Electives

BSBCCO303A	Conduct a telemarketing campaign
BSBCCO304A	Provide sales solutions to
BSBMGT401A	Show leadership in the workplace
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment

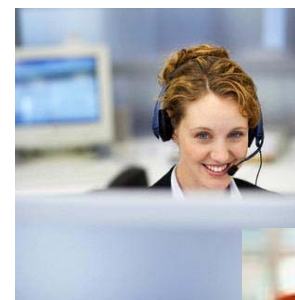


### About our course

The Certificate III in Customer Contact is a nationally accredited course, providing a sound knowledge in entry-level Customer Contact. This course is designed to offer participants quality training in all aspects of Customer contact and call centres, including inbound and outbound contact operations.

### The course will cover the following

- ✓ Workplace communications;
- ✓ Understanding customer contact technology;
- ✓ Understanding Enterprise Information systems;
- ✓ Customer service training;
- ✓ How to sell;
- ✓ How to resolve customer complaints.



### Other areas included:

- ✓ Occupational health and Safety;
- ✓ Overview of Customer contact centres;
- ✓ Learning to follow Customer contact scripts;
- ✓ The methods of selling via Outbound communication;
- ✓ Understanding how to respond to inbound customer contact.

### Who should attend?

This course is available to anyone who works in, or wishes to work in a customer contact centre. This course is also useful for anyone who works directly or indirectly with customers via telephone.