

skillup australia™



Customer Contact

Nationally Recognised Training

(BSB30207) Certificate III in Customer Contact



Skillup and advance your career in Customer Contact



*Engage your workforce
and provide the highest
quality service to your clients*

Case study

Skillup Australia assisted a telecommunications services provider to tackle the rising number of customer complaints and maintain its leading position in the market. Our client reinforced its commitment to customer service as a strategic priority, essentially they needed to improve workforce productivity, business agility and drive down communications costs.

RESULTS & BENEFITS

- Increased productivity
- Increased collaboration between staff
- Increased sales
- Improved customer service levels and satisfaction

Use exceptional standards of customer service as an advantage over your competitors.

Overview

In order to retain customers, maintain high levels of professionalism and work practice standards of any organisation, Customer Contact representatives require a high standard of training.

At the certificate II level students will gain essential skills to initiate and respond to customer enquiries using multiple technologies (eg telephone, internet services and face-to-face contact), enter and retrieve data, promote and sell goods and/or services, resolve complaints, account payments, and obtain sales or arrange sales visits.

In addition to these skills, students at the certificate III level will gain the leadership skills and confidence to provide technical advice and support to a team of less experienced employees.

The Skillup Approach

Skillup Australia is a leader in workplace training programs in the primary, secondary and service industries. We achieve results by ensuring that our training programs are:

- Interesting and engaging
- Driven by workplace projects and outcomes
- Monitored by Key Performance Indicators (KPIs)
- Relevant and work-based
- Flexible, innovative and most importantly,
- A partnership between the trainee, trainer and employer

Call 1300 398 005
or visit:
skillupaustralia.com



Training Program Design

Before commencement of any training program, we undertake an extensive design and development phase which includes:

- Training Needs Assessments
- Business Needs Analysis
- Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC)
- Integration of existing workplace systems and programs
- Development and facilitation of workplace projects
- Linking of assessment to project outcomes
- Identifying goals and KPIs for the program
- Ensuring that improvements can be sustained

Key Learning Outcomes

Personal

- Managing own time, performance and work priorities
- Learning new ideas, skills and techniques
- Using appropriate tone and language

People

- Identify customer needs and resolve customer complaint
- Working with diverse persons and groups
- Working as a team to achieve goals
- Using quality problem-solving approaches

Organisational

- Processing complex inquiries
- Writing customer notes, emails, faxes
- Maintaining customer records
- Contributing to continuous improvement
- Supporting operational plan and organisation's goals
- Using technologies and processes to action customer contact



This training package is flexible and designed to meet the needs of diverse work environments. Skillup Australia can tailor programs to meet specific business needs.

An example of Certificate III in Customer Contact program is shown below:

Certificate III in Customer Contact Units

CORE UNITS

BSBCC0201A	Action customer contact
BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers
BSBIND101A	Work effectively in a contact centre environment
BSBCMM201A	Communicate in the workplace
BSBITU101A	Operate a personal computer
BSBOHS201A	Participate in OHS processes

ELECTIVE UNITS

BSBCCO202A	Conduct Data Collection
BSBPRO301A	Recommend products and services
BSBCMM301A	Process customer complaints

Contact one of our Industry Skills Advisors to discuss your needs.

Training Materials

At Skillup Australia we develop our own training material for many key areas. This ensures that our programs are interesting and effective. We ensure that our training material meets the learning needs of our clients by using easy to understand visuals and everyday examples.

Skillup Australia's work / resources have been published externally by Aspire and CMI.



Please see our website for AQTF policy and procedures.

skillupaustralia.com



National Number

1300 398 005