



Certificate II in Customer Contact (BSB20207)

From the Business Services Training Package BSB07

For Switched On Staff

This program is designed for new Business Customer Service Staff who wish to develop and grow their skills in the service arena, gain extra confidence and present themselves and their work so as to be considered professionals in their field. This program involves a commitment to a high standard of work and learning to gain this valuable Qualification

Course format: Distance/Mixed delivery with personal coaching
Resources: High quality texts, workbooks, with online options
Fee: \$2,500.00 or \$200 deposit with our payment plan.
(Personal quotes for those attracting recognition)

Ask for details of our convenient payment plan.

A sample Certificate II in Customer Contact of 10 units includes:

- BSBCCO201A 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
- BSBCCO304A Provide sales solutions to customers
- BSBCMM301A Process customer complaints
- BSBWOR301A Organise personal work priorities and development

*Students will be required to demonstrate they are competent in line with each unit's requirements as part of their assessment.

Recognition of Skills:

Many people have built a wealth of experience and skills in their lifetime. We offer a recognition service for experience that fits the criteria of units for which you would like to gain recognition.

- Contact us for an Application for Recognition of Skills and Experience for units where there is likely to be evidence of current competency.

Equal Access:

Maxwells Services is committed to providing equal access and equity for our applicants, students and trainees.

Training & Learning

Learning is provided through several methods such as workplace learning, learner workbooks, textbooks, notes, coaching and workshops.

***Assessment**

Clients are assessed by several methods for each unit/group of units. These can include for example a portfolio of work documents/samples, a supervisor's report, observation by your assessor of your work, work project reports and questioning by your assessor.

**Students will be required to demonstrate they are competent in line with each unit's requirements to achieve each unit.*

Your Trainer & Assessor:

Heading our training team is Jenny Hemmings, the manager of Maxwells Services, who is a highly experienced business professional with 30 years in industry starting in customer service, and later, in business management. She has owned and successfully run several businesses and provided coaching for hundred's of business owners and staff as well as career training and mentoring

Maxwells Services:

Maxwells Services is a Registered Training Organisation providing Fee-paid Distance courses and Recognition of Skills in all states and Traineeship Training and Assessment in New South Wales.

4 Reasons why Maxwells Services is the best training company to go with:

1. We believe that the purpose of structured training is to assist our clients to develop both professionally and personally resulting in enjoyment and a sense of pride and purpose in being successful
2. We provide very practical and current work-related training and assessment
3. We respond to you and your particular needs promptly
4. We follow through on our agreements with you because *"Your Success is our Goal"*

CONTACT US TO DISCUSS THIS FURTHER

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|---|--------------------|------------------|---|
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