

Customer Contact

BOS course name	Pattern of study	BOS course number	Schools Online (Administration) entry advice
Customer Contact (180 hours)	3 units x 1 year	43850	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)

TAFE course name	Customer Contact	TAFE course number	17861
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AQF VET qualification	Certificate II in Customer Contact (BSB20207)
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Minimum work placement	35 hours – strongly recommended
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Exclusions	Business Services Curriculum Framework
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HSC unit credit and course requirements

HSC unit credit for VET courses can be accredited to the Preliminary and/or HSC pattern of study.

Customer Contact (180 indicative hours)

- accredited for a total of 3 units at the Preliminary and/or HSC level
- attempt 5 mandatory units of competency and a minimum of 3 elective units of competency.

For a course to count towards the HSC program of study students must satisfy the course completion criteria as required by the Board of Studies. Refer to Section 8.4 of the *Assessment, Certification and Examination (ACE) Manual*.

Access by students in Years 9 and 10 (Stage 5)

In certain circumstances students in Years 9 and 10 (Stage 5) may access this Stage 6 VET course. Further information is available on the Board of Studies website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html

Course content

Unit code	Unit title	Unit-specific prerequisite	Status for AQF VET qualification	HSC indicative hours of credit
MANDATORY Attempt the following units of competency				
BSBCCO201A	Action customer contact	nil	core	20
BSBCCO301A	Use multiple information systems	nil	core	25
BSBCMM201A	Communicate in the workplace	nil	core	15
BSBCUS301A	Deliver and monitor a service to customers	nil	core	20
BSBIND101A	Work effectively in a contact centre environment	nil	core	20
BSBITU101A	Operate a personal computer	nil	core	5
BSBOHS201A	Participate in OHS processes	nil	core	15
Total HSC indicative hours for mandatory units of competency				120

ELECTIVE Attempt a minimum of three (3) elective units of competency				
BSBCMM301A	Process customer complaints	nil	listed elective	20
BSBWOR201A	Manage personal stress in the workplace	nil	listed elective	20
BSBWOR203A	Work effectively with others	nil	listed elective	15

AQF VET qualification

To attain Certificate II in Customer Contact (BSB20207) students must achieve 10 units of competency including:

- a) 7 core units of competency
- b) 3 elective units of competency.