

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	TAFE course number
Customer Contact	17861

AQF VET qualification
Certificate II in Customer Contact (BSB20207)

Minimum work placement
35 hours – strongly recommended

Exclusions
Business Services Curriculum Framework

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 both compulsory units of competency and elective units of competency to a minimum of 145 HSC indicative hours.

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 including access by students in Stage 5

In certain circumstances students in Stage 5 may access this Stage 6 VET course while also completing the requirements for the award of the School Certificate. 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	Core or elective for AQF VET qualification	HSC indicative hours of credit
COMPULSORY Attempt the following units of competency				
BSBIND101A	Work effectively in a contact centre environment	nil	core	20
BSBOHS201A	Participate in OHS procedures	nil	core	15
Total HSC indicative hours for compulsory units of competency				35

ELECTIVE Attempt units of competency to a minimum of <u>145</u> HSC indicative hours				
BSBCCO201A	Action customer contact	nil	core	20
BSBCCO301A	Use multiple information systems	nil	core	25
BSBCMM201A	Communicate in the workplace	nil	core	15
BSBCMM301A	Process customer complaints	nil	listed elective	20
BSBCUS301A	Deliver and monitor a service to customers	nil	core	20
BSBITU101A	Operate a personal computer	nil	core	5
BSBWOR201A	Manage personal stress in the workplace	nil	listed elective	20
BSBWOR203A	Work effectively with others	nil	listed elective	15
Total HSC indicative hours				120 or 180

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.