

CONSIDER US AT CONSIDER THIS TRAINING!

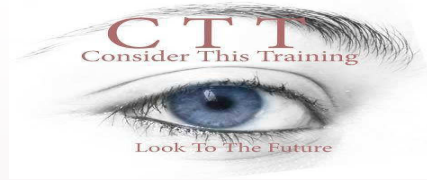
The Consider This Training team are industry professionals with extensive real world experience in the sectors we offer qualifications in.

What this means for our students is that because we have started from the ground floor in our careers and have worked our way up enables us to better relate to and understand our students positions and possible challenges.

We have modern training facilities and industry equipment for practical application.

We are positive about helping our students achieve positive outcomes. We deliver nationally recognised qualifications that will help improve your chances of securing a job in your desired career pathway .

**YOUR PATHWAY, YOUR OPPORTUNITY,
YOUR CAREER, STARTS HERE WITH
CONSIDER THIS TRAINING !!**



TRAINING LOCATIONS:

Heathdale Community Centre:

Cnr Koockaburra Ave & Nightingale Drive,
Werribee 3030

High Point Shopping Centre:

120-200 Rosmond Road, Maribymong
3032.

Iramoo Community Centre:

84 Honour Ave, Wyndham Vale 3024

Wyndham Leisure and Event Centre:

88 Derrimut Road, Hoppers Crossing 3029

Cranbourne Office:

146A High Street, Cranbourne 3977

FCCVI:

93 Cowper Street, Footscray 3011

Contact us on:

P: (03) 5995 2050

M: 0409 952 091

F: (03) 5995 3510

E: considerus@cttraining.net.au

W: www.cttraining.net.au

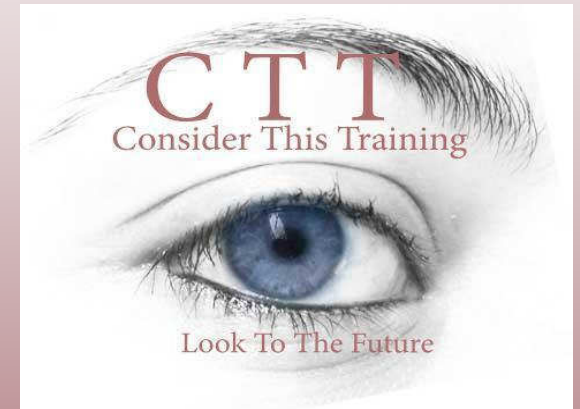
Consider This Training : RTO # 21883

CERTIFICATE

II, III & IV

CUSTOMER

CONTACT



CONSIDER US:

(03) 5995 2050

www.cttraining.net.au



BSB20207 CERTIFICATE II IN CUSTOMER CONTACT

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

10 units must be selected for this following qualification including: 7 core units and 3 elective units

BSBCC0201A	Action customer contact
BSBCCO301A	Use multiple information systems
BSBCUS301A	Deliver and monitor a service to customers.
BSBITU101A	Operate a personal computer
BSBOHS201A	Participate in OHS processes
BSBIND101A	Work effectively in a contact centre environment
BSBWOR201A	Manage personal stress in the workplace
BSBCMM201A	Communicate in the workplace
BSBWOR203A	Work effectively with others
BSBWOR301A	Organize personal work priorities and development

BSB30207 CERTIFICATE III IN CUSTOMER CONTACT

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgment. They may provide technical advice and support to a team.]

12 core units must be selected for the following qualification including: 6 core units and 6 elective units

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
BSBCCO202A	Conduct data collection
BSBCCO303A	Conduct a telemarketing campaign
BSBCMM301A	Process customer complaints
BSBMGT402A	Implement operational plan
BSBPRO301A	Recommend products and services
BSBWOR201A	Manage personal stress in the workplace

BSB40307 CERTIFICATE IV IN CUSTOMER CONTACT

This qualification reflects the role of individuals who use well-developed administrative skills and a broad knowledge base in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

13 units must be selected for this following qualification including 2 core units plus 7 administration units plus 4 electives

BSBCCO402A	Gather, collate and record information
BSBCUS401A	Coordinate implementation of customer service strategies
BSBLED401A	Develop teams and individuals
BSBMGT403A	Implement continuous improvement
BSBMGT405A	Provide personal leadership
BSBOHS407A	Monitor a safe workplace
FNSIORG515B	Provide mentoring and coaching within the workplace
BSBHRM402A	Recruit, select and induct staff
BSBINN301A	Promote innovation in a team environment
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWOR401A	Establish effective workplace relationships

**NEED FLEXIBLE TRAINING FROM THE
AVAILABLE COURSES IN CUSTOMER CONTACT?
THEN CALL
(03) 59952050**

**NEED FLEXIBLE TRAINING FROM THE
AVAILABLE COURSES IN CUSTOMER CONTACT?
THEN CALL
(03) 5995 2050**

**NEED FLEXIBLE TRAINING FROM THE
AVAILABLE COURSES IN CUSTOMER CONTACT?
THEN CALL
(03) 5995 2050**