



Real training for real people

BSB20215 CERTIFICATE II IN
CUSTOMER ENGAGEMENT

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Course Description

This qualification reflects the role of individuals who typically work with multiple communication channels, capture data and provide customer service. Typically, individuals in this role work under direct supervision, with limited authority to delegate.

The qualification provides a pathway to work in the sales and marketing sector.

Individuals with this qualification are able to perform roles such as customer engagement officer or customer engagement assistant.

Total Number of Units - 9

3 core units and 6 elective units.

3 Core Units

BSBCMM201 Communicate in the workplace

BSBCUE203 Conduct customer engagement

BSBCUE205 Prepare for work in a customer engagement environment

6 Elective Units

BSBCUE301 Use multiple information systems

BSBCUE309 Develop product and service knowledge for customer engagement operation

BSBCMM301 Process customer complaints

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

BSBWOR301 Organise personal work priorities and development

Mode of delivery:

Face-to-face, online, self-paced

Entry Requirements

No entry requirements.

Industry work placement will be provided to learners.

**Course fee \$1200 - Funding options may apply.
Contact us for more information and eligibility check.**

