



Launch your career in customer engagement

BSB30215 CERTIFICATE III IN
CUSTOMER ENGAGEMENT

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Course Description

This qualification reflects the role of individuals working in a range of complex customer service roles. Duties at this level would include working with multiple communication channels, providing excellent customer service, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

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 - 12

4 core units and 8 elective units.

4 Core Units

- BSBCUE301 Use multiple information systems
- BSBCUE307 Work effectively in customer engagement
- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBCUS301 Deliver and monitor a service to customers

8 Elective Units

- BSBCUE203 Conduct customer engagement
- BSBCUE303 Conduct a telemarketing campaign
- BSBCUE403 Schedule customer engagement activity
- BSBCM301 Process customer complaints
- BSBITU213 Use digital technologies to communicate remotely
- BSBWOR203 Work effectively with others
- BSBWOR301 Organise personal work priorities and development
- BSBWHS201 Contribute to health and safety of self and others

**Course fee \$1800 - Funding options may apply.
Contact us for more information and eligibility check.**

Mode of delivery:

Face-to-face, online, self-paced

Entry Requirements

No entry requirements.

Industry work placement will be provided to learners.



NATIONALLY RECOGNISED
TRAINING