



NATIONALLY RECOGNISED
TRAINING

RTO: 32502 | ABN: 13 976 018 396

BSB20215

Certificate II in Customer Engagement

MODE OF DELIVERY

- Face-to-face, self paced at our training hub
- Online

ENTRY REQUIREMENTS

- No entry requirements
- Students enrolling online must have access to a computer and the internet

TOTAL COURSE UNITS - 9

- 3 Core units
- 6 Elective units

COURSE FEE

\$1200 - funding options may apply.
Contact us for more information
and eligibility check.

ENROL HERE



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.

This 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.

COURSE LENGTH

Up to 6 months.

3 CORE UNITS

- **BSBCUE205** Prepare for work in a customer engagement environment
- **BSBCMM201** Communicate in the workplace
- **BSBCUE203** Conduct customer engagement

6 ELECTIVE UNITS

- **BSBCMM301** Process customer complaints
- **BSBCUE301** Use multiple information systems
- **BSBWHS201** Contribute to health and safety of self and others
- **BSBWOR203** Work effectively with others
- **BSBWOR301** Organise personal work priorities and development
- **BSBCUE309** Develop product and service knowledge for customer engagement operation



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