



NATIONALLY RECOGNISED
TRAINING

RTO: 32502 | ABN: 13 976 018 396

ENROL HERE

BSB30215

Certificate III 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 - 12

- 4 Core units
- 8 Elective units

COURSE FEE

\$1800 - funding options may apply.
Contact us for more information
and eligibility check.

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.

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 12 months

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

- **BSBCMIM301** Process customer complaints
- **BSBCUE203** Conduct customer engagement
- **BSBCUE303** Conduct a telemarketing campaign
- **BSBCUE403** Schedule customer engagement activity
- **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



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