



BSB30215 CERTIFICATE III IN **CUSTOMER ENGAGEMENT**



Key Institute is one of Australia's most trusted and innovative learning organisations. Established in 1999, we challenge the status quo of education. Our customer engagement qualification is a rewarding, and engaging course of study with various delivery models. This qualification will assist in developing the skills for a career in a contact centre role.

DELIVERY OPTIONS

To successfully complete the certificate, students are required to complete 12 units of competency consisting of 4 core units, 8 elective units (of which 2 must be selected from A elective units, 6 units may be from A or B elective units or another training package)

We can provide two key delivery modes; online training and assessment with a work placement requirement **or** on the job training and assessment utilising our unique approach to blended learning and flipped classroom delivery.

Units of competency identified on the reverse comprise our online delivery model.

UNITS OF COMPETENCY

Our online program is structured with the following units of competency:

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

ELECTIVE UNITS

BSBCMM301 Process customer complaints

BSBWHS201 Contribute to health and safety of self and others

BSBCUE203 Conduct customer engagement

BSBMGT401 Show leadership in the workplace

BSBMGT402 Implement operational plan

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWOR203 Work effectively with others

BSBWOR301 Organise personal work priorities and development