



JAN20
RTOID#: 20855

BSB30215 CERTIFICATE III

CUSTOMER ENGAGEMENT



This nationally recognised Certificate III in Customer Engagement course will give you the tools and strategies to create memorable customer experiences. 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.

DELIVERY

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

DURATION

Flexible study options with enrolments being valid for up to 12 months.

EMPLOYMENT

Career Pathways within this industry include:

- Customer Services Representative
- Sales Consultant

UNITS OF COMPETENCY

Our program is structured with the following units of competency:

SEMESTER ONE

BSBCUS301 Deliver and monitor a service to customers
BSBWOR301 Organise personal work priorities and development
BSBCUE307 Work effectively in customer engagement
BSBCUE203 Conduct customer engagement
BSBCUE301 Use multiple information systems
BSBCUE309 Develop product and service knowledge for customer engagement operation

SEMESTER TWO

BSBCMM301 Process customer complaints
BSBWOR203 Work effectively with others
BSBWHS201 Contribute to health and safety of self and others
BSBADM311 Maintain business resources
BSBFLM303 Contribute to effective workplace relationships
BSBINM301 Organise workplace information

ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via www.usi.gov.au

Students will also require:

- Access to a computer, tablet or smartphone
- Email
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Motivation and capability to study course material and complete assessment activities

PROGRAM COST

\$798 (GST free)

GETTING STARTED

Give us a call on 1300 471 660, email us on admin@keyinstitute.com.au or visit our website keyinstitute.com.au today.