

CUSTOMER ENGAGEMENT



BSB30215 CERTIFICATE III IN CUSTOMER ENGAGEMENT

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.

Individuals would work under supervision, but may have some authority to delegate.



YOUR COURSE

- Workshop Sessions
- Workplace Assessments
- 12 Month Program*

*Durations may vary dependent on learner's needs

SKILLS GAINED

- Work effectively in Customer Engagement
- Use information systems
- Customer service

YOUR ASSESSMENT

- Workshop based learning
- Direct observation
- Practical assessments

ENTRY REQUIREMENTS

- Suitable language, literacy & numeracy skills for a Certificate III Level.
- Learner must have a demonstrated interest in the course.

*Students may be eligible for subsidised training through the ACT Skilled Capital Program. Skilled Capital is an ACT Government training initiative, funded by the ACT and Australian Governments