



BSB30215 Certificate III in Customer Engagement

**Do you want to take the next step in your Engagement Career?
Are you looking for practical training with great skills?
Would you like effective strategies to deal with complaints and work well in
teams?**

There are endless possibilities in what you can achieve post-graduation. The interpersonal, conceptual and practical skills learned through this qualification will help you unlock your potential and future career. The BSB30215 Certificate III in Customer Engagement will give you the qualification to open those doors.

CAREER OPTIONS

- ✓ Customer contact agents or operators
- ✓ Customer service representatives
- ✓ Telesales representatives

ABOUT THE COURSE

Our BSB30215 Certificate III in Customer Engagement is specifically designed for people who are looking to advance within the customer service industry via a traineeship. BSB30215 Certificate III in Customer Engagement is a nationally accredited qualification and an industry endorsed program which has been created to provide training for people who are eager to advance their career in this exciting sector.

How long does the course take to complete?

- We can tailor a training schedule to suit your work requirements with the minimum of one session per month. Total duration is between 12 to 24 months depending on your prior experience.

We also provide

- A dedicated trainer to visit you in the workplace
- Course Materials & Resources

ENTRY REQUIREMENTS

There are no prerequisites to gain entry into BSB30215 Certificate III in Customer Engagement, however;

- Students must undertake a Language, Literacy & Numeracy (LLN) test so that the appropriate academic support can be sourced throughout the course

THE COURSE

To achieve this qualification you need to successfully complete 12 units of study. This consists of 4 core units plus 8 elective units.

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|----------------------------|------------------|---|
| WHS | BSBWHS302 | Apply knowledge of WHS legislation in the workplace |
| Customer Complaints | BSBCMM301 | Process customer complaints |
| Smooth Operator | BSBCUE307 | Work effectively in customer engagement |
| | BSBWOR301 | Organise personal work priorities and development |
| Innovation | BSBINN301 | Promote innovation in a team environment |
| Service | BSBINM301 | Organise workplace information |
| Information Systems | BSBCUE301 | Use multiple information systems |
| | BSBINM302 | Utilise a knowledge management system |
| Delivering Service | BSBCUE309 | Develop product and service knowledge for customer engagement operation |
| | BSBCUS301 | Deliver and monitor a service to customers |
| Diverse Universe | BSBDIV301 | Work effectively with diversity |
| | BSBWOR201 | Manage personal stress in the workplace |

A DETAILED **VIEW**

WHS

Apply knowledge of WHS legislation in the workplace (BSBWHS302)

This unit describes the skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace.

CUSTOMER COMPLAINTS

Process customer complaints (BSBCMM301)

This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

SMOOTH OPERATOR

CORE UNIT

Work effectively in customer engagement (BSBCUE307)

This unit describes the skills and knowledge required to conduct customer engagement operations. It requires an understanding of organisational requirements, expectations, policies and procedures.

Organise personal work priorities and development (BSBWOR301)

This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

INNOVATION

Promote innovation in a team environment (BSBINN301)

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

SERVICE

Organise workplace information (BSBINM301)

This unit describes the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.

INFORMATION SYSTEMS

CORE UNIT

Use multiple information systems (BSBCUE301)

This unit describes the skills and knowledge required to use multiple information systems to research information and records, and to maintain up-to-date customer information.

Utilise a knowledge management system (BSBINM302)

This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system.

DELIVERING SERVICE

CORE UNIT

Develop product and service knowledge for customer engagement operation (BSBCUE309)

This unit describes the skills and knowledge required to develop knowledge of products and services in preparation for customer engagement in an inbound or outbound customer engagement activity.

CORE UNIT

Deliver and monitor a service to customers (BSBCUS301)

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

OUR PROMISE

We are passionate about preparing students to take on roles in the Customer Engagement environment. All training is delivered by us! We do not have third parties delivering on our behalf. We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse contact center roles.

We have a dedicated trainers who will deliver your training face to face in your workplace so your supported every step of the way. Arrow Training Services is a well known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a Customer Engagement role.

DIVERSE UNIVERSE

Work effectively with diversity (BSBDIV301)

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

Manage personal stress in the workplace (BSBWOR201)

This unit describes the skills and knowledge required to understand signs and sources of stress within the broader framework of the job role and work environment.

For more information, give us a call at
1300 737 977