



Flexible Training Solutions

BSB30215 Certificate III in Customer Engagement

Overview:

This qualification reflects the role of individuals working in a range of complex customer service roles.

Duties at this level 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. They have a good understanding of the products and/or services offered by their company and use this knowledge when interacting with customers.

Individuals at this level generally work under supervision, but may have some authority to delegate.

Course delivery & structure:

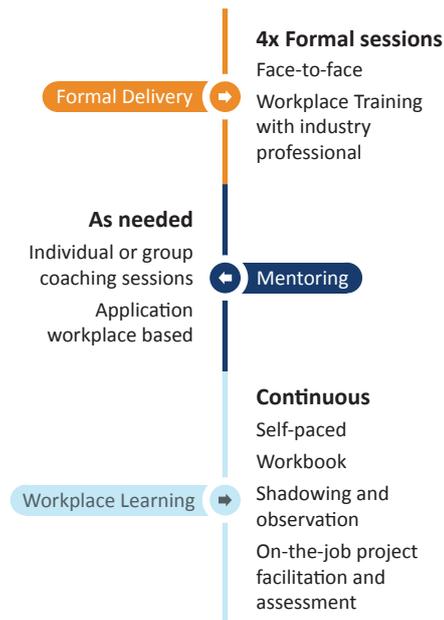
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the BSB30215 Certificate III in Customer Engagement, students are required to complete a total of twelve (12) units of competency, comprising of:

- 4 core units, and;
- 8 elective units, of which:
 - 2 units must be from Group A elective units over page;
 - 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher (up to certificate IV) in any endorsed Training Package or accredited course.

Delivery Mode:



This nationally recognised qualification is delivered by Flexible Training Solutions RTO ID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

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Duration:

This program is typically delivered over 12-24 months.



Projects:

We believe to get the most out of a program, training should be applicable to a trainees job role. Projects directly impact and relate to your business.



Workplace mentors:

a workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



For more information or to get started visit
www.flexibletrainingsolutions.com.au

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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

Group A

BSBCUE203	Conduct customer engagement
BSBCUE204	Collect data
BSBCUE302	Deploy customer service field staff
BSBCUE303	Conduct a telemarketing campaign
BSBCUE304	Provide sales solutions to customers
BSBCUE305	Process credit applications
BSBCUE306	Process complex accounts
BSBCUE308	Conduct outbound customer engagement
BSBCUE403	Schedule customer engagement activity
BSBMM301	Process customer complaints
BSBITU203	Communicate electronically
BSBITU307	Develop keyboarding speed and accuracy
BSBLED301	Undertake e-learning
BSBWOR203	Work effectively with others
BSBWOR301	Organise personal work priorities and development

Group B

BSBMGT401	Show leadership in the workplace
BSBMGT402	Implement operational plan
BSBMGT405	Provide personal leadership
BSBSLS407	Identify and plan sales prospects
BSBSLS408	Present, secure and support sales solutions
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWHS201	Contribute to health and safety of self and others
BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBWOR201	Manage personal stress in the workplace
FNSSAM301	Identify opportunities for cross-selling products and services
ICTICT209	Interact with ICT clients
ICTSAS204	Record client support requirements
ICTSAS305	Provide ICT advice to clients

For more information contact us directly

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