



Flexible Training Solutions

BSB20215 Certificate II in Customer Engagement

Overview:

This qualification reflects the role of individuals working in a range of supervised customer service roles. Individuals at this level typically work within a team capturing data and providing customer service.

They demonstrate the necessary customer service skills required to communicate with consumers and clients under supervision and are able to work with multiple information systems. Duties at this level include responding to customer requests, handling customer complaints, and providing support to a team.

Course delivery & structure:

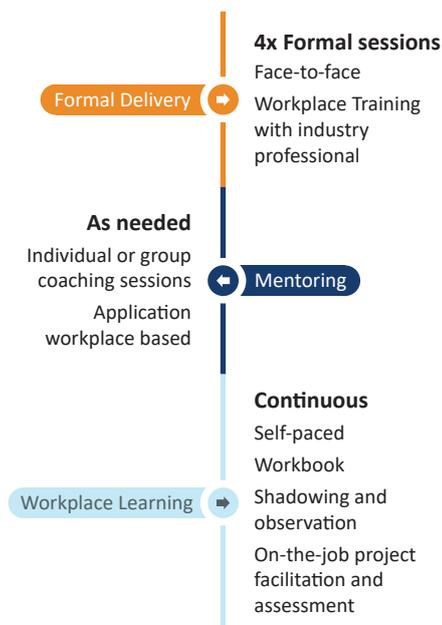
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

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

To successfully attain the BSB20215 Certificate II in Customer Engagement, students are required to complete a total of nine (9) units of competency, comprising of:

- 3 core units, and;
- 6 elective units, of which:
 - all may be taken from the list of elective units;
 - or may include up to 3 units drawn from qualifications at the same level or one higher (up to certificate III) in any endorsed Training Package or accredited course.

Delivery Mode:



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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.



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.

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

BSB20215 Certificate II in Customer Engagement

Core Units

- BSBCUE203 Conduct customer engagement
- BSBCUE205 Prepare for work in a customer engagement environment
- BSBCM201 Communicate in the workplace

Elective Units

- BSBCUE301 Use multiple information systems
- BSBCUE305 Process credit applications
- BSBCUE308 Conduct outbound customer engagement
- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBCM301 Process customer complaints
- BSBCUS201 Deliver a service to customers
- BSBITU101 Operate a personal computer
- BSBITU203 Communicate electronically
- BSBLED301 Undertake e-learning
- BSBWHS201 Contribute to health and safety of self and others
- BSBWOR201 Manage personal stress in the workplace
- BSBWOR203 Work effectively with others
- ICTICT103 Use, communicate and search securely on the internet
- ICTICT203 Operate application software packages

For more information contact us directly

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 www.flexibletrainingsolutions.com.au