



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:

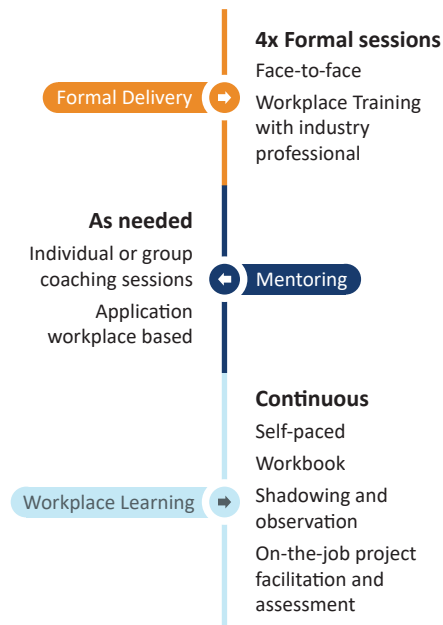
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

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.

For more information or to get started visit [www.flexibletrainingsolutions.com.au](http://www.flexibletrainingsolutions.com.au)

## BSB30215 Certificate III in Customer Engagement



### 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.



## BSB30215 Certificate III in Customer Engagement

### 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

**Andrea Nicholas**

 0459 150 848 | 1300 001 135

 andreanicholas@ftspl.com.au

 [www.flexibletrainingsolutions.com.au](http://www.flexibletrainingsolutions.com.au)