

Certificate III in Customer Engagement

"I love talking to people. Being able to deliver great customer service through conversation is great"

About the course

The BSB30215 Certificate III in Customer Engagement reflects the role of individuals working in a range of complex customer service roles across many industries. They might engage with customers in a range of communication methods including face to face and on the phone

Duration: 45 weeks - Classroom

Entry requirements

No entry requirements for this qualification
Students should have ACSF level 3 written and spoken English and numeracy to be able to meet the foundational skills requirements.

This course includes

- Working with multiple communication channels
- Providing excellent customer service
- Learning key performance indicators and how to work in a team environment
- Providing technical advice and capturing data.

Where to from here?

Job prospects from this qualification include, Customer Services Representative, Telesales Representative, Customer Contact Agent, Customer Contact Operator or Sales Consultant.

Training for You

To find out more about our courses and how we can help you on your journey contact us at the below:

Phone 1800 021 560

Email info@maxsolutions.edu.au

Web maxsolutions.com.au/training

maxsolutions.com.au/training

Follow us on [Facebook.com/maxsolutionsau](https://www.facebook.com/maxsolutionsau)

MAX Solutions (RTO: 0667)



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Recognition of Prior Learning (RPL) and Credit Transfers (CT)

Learners will be provided information about RPL and Credit Transfers prior to or upon enrolment and can discuss their application with their Trainer.

You can learn more about the RPL process at www.maxsolutions.com.au/training

Unique Student Identifier (USI)

All students undertaking Nationally Recognised Training in Australia will need to have a USI, Unique Student Identifier.

You will need your USI in order to apply to enrol for training.

Visit www.usi.gov.au for more information.

Units of Competency

Semester 1 Weeks 1 - 15

- BSBWHS201 Contribute to health and safety of self and others
- BSBWOR203 Work effectively with others
- BSBDIV301 Work effectively with diversity
- BSBINN301 Promote innovation in a team environment
- BSBWOR301 Organise personal work priorities and development
- BSBCUE307 Work effectively in customer engagement
- 40 hours Vocational Placement

Semester 2 Weeks 16 - 30

- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBPRO301 Recommend products and services
- BSBCUS301 Deliver and monitor a service to customers
- BSBCUE301 Use multiple information systems
- 60 hours Vocational Placement

Semester 3 Weeks 31 - 45

- BSBCUE203 Conduct customer engagement
- BSBCMM301 Process customer complaints
- 60 hours Vocational Placement
- Finalise assessment portfolios

Please note that semester breakdowns apply to Classroom based learning only.

More Information

For delivery locations, funding information, further courses and information on our policies and procedures, please visit our website or contact our team.

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