

# Course Overview

## BSB30215 Certificate III in Customer Engagement

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 of your course is:

- This course will be approximately 12 months in duration for full-time employees depending on RPL, Credit Transfer and individual needs of the learners.
- This course will be approximately 18 months in duration for part-time employees depending on RPL, Credit Transfer and individual needs of the learners.

### 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) assessment 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.

Session	Unit Code	Units of competency
Better to be Safe	<b>BSBWHS302</b>	Apply knowledge of WHS legislation in the workplace
Customer Complaints	<b>BSBCMM301</b>	Process customer complaints
Get off the procrastination station	<b>BSBCUE307</b>	Work effectively in customer engagement
	<b>BSBWOR301</b>	Organise personal work priorities and development
	<b>BSBFLM312</b>	Contribute to team effectiveness
	<b>BSBWOR201</b>	Manage personal stress in the workplace
Information Systems	<b>BSBCUE301</b>	Use multiple information systems
	<b>BSBINM302</b>	Utilise a knowledge management system
Cool Customers	<b>BSBCUE309</b>	Develop product and service knowledge for customer engagement operation
	<b>BSBCUS301</b>	Deliver and monitor a service to customers
	<b>BSBDIV301</b>	Work effectively with diversity
	<b>BSBPRO301</b>	Recommend products and services



# A DETAILED VIEW

## Better to be Safe

### 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.

## Get off the Procrastination Station

### 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.

### BSBFML312 Contribute to team effectiveness

This unit describes the skills and knowledge required to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation

### 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.

## 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.



## Cool Customers

### 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 centre roles.

We have dedicated trainers who will deliver your training face to face in your workplace, so you are 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.

#### **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.

#### **BSBPRO301 Recommend products and services**

This unit describes the skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.



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