



# BSB30215 CERTIFICATE III IN CUSTOMER ENGAGEMENT

## COURSE INFORMATION

The BSB30215 Certificate III in Customer Engagement is the ideal qualification for those involved in the frontline of customer service. It will provide you with the knowledge to be more effective in customer service procedures in order to provide quality customer engagement.

Working with clients across a variety of mediums is an essential facet of the Australian business sector. This necessary administrative and business support is integral for businesses to maintain their workflow and sustain positive rapport with their clientele. This line of work will aid in this flourishing and growing sector, as more jobs are to be made available in the years to come across various industries.

The financial and insurance services area of the Australian business workforce is projected to grow by 3.2 percent as of May 2023. These services include call or contact centre workers, information officers and accounting clerks. They are all positions that allow for entry-level candidates.

This qualification allows you to work closely with customers to ensure all parties are satisfied with any outcome, while also giving you the opportunity to work with a team in a thriving industry. Upon the completion of this qualification, you will come away with myriad skills that will allow you to adapt to any situation, work within any industry, and provide the right technical advice if required.

Within this qualification you will learn how to work with multiple communication channels, provide a high standard of customer service, adhere to key performance indicators (KPIs), work in a team environment and provide product and service knowledge for customer engagement.

This nationally accredited qualification provides the foundations required to upskill and pursue further course studies in the business and administrative industry or go on to university.

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, students may be required to complete a Language, Literacy and Numeracy (LLN) Assessment to determine any learner support requirements.

For all students undertaking nationally recognised training in Australia, it is mandatory to have a Unique Student Identifier (USI).

## COST

Full fee payment option available. Please contact us for more information.

## LOCATION

These services are delivered on behalf of The Learning Collaborative by approved Third Parties. Our Third Parties are conveniently located throughout south-east Queensland.\*

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## UNITS OF STUDY

This qualification contains 12 units. These units are made up of 4 core units plus 8 elective units.

### CORE UNITS

BSBCUE307	Work effectively in customer engagement.
BSBCUE309	Develop product and service knowledge for customer engagement operation.
BSBCUS301	Deliver and monitor a service to customers.
BSBCUE301	Use multiple information systems.

### ELECTIVE UNITS

Below lists the current electives available for selection, please contact us for more information.

BSBCMM301	Process customer complaints.
BSBWOR301	Organise personal work priorities and development.
BSBWHS302	Apply knowledge of WHS legislation in the workplace.
BSBCUE203	Conduct customer engagement.
BSBDIV301	Work effectively with diversity.
BSBINM301	Organise workplace information.
BSBINN301	Promote innovation in a team environment.
BSBPRO301	Recommend products and services.

## RECOGNITION OF PRIOR LEARNING

If students hold prior relevant work experience or formal qualifications issued by other Registered Training Organisations (RTOs), these may count as credit towards specific units. Please contact us for more information regarding eligibility or applications for Recognition of Prior Learning (RPL).

## CAREER OPPORTUNITIES

Successful completion of this qualification may lead to employment in a range of complex customer service roles including:

### CUSTOMER SERVICE OFFICER

Work directly with customers to answer their questions, provide support where needed and redirect them to the appropriate team or department within the organisation.

### CALL CENTRE OPERATOR

Manage inbound and outbound calls and emails to assist customers with their inquiries and questions, take orders, handle complaints, and to offer them products and services.

### SALES CONSULTANT

Be responsible for developing, planning and implementing a company's sales strategies by creating sales pitches, generating new leads and meeting with potential clients.



the learning  
collaborative

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## GET IN TOUCH

For further information regarding course information or student fees please contact us:

**P** 1300 136 780  
**E** enquiries@tlc.training  
**W** www.tlc.training



NATIONALLY RECOGNISED  
TRAINING