



# BUSINESS

## BSB30215 Certificate III in Customer Engagement - Traineeship

### COURSE SUMMARY

This qualification reflects the role of individuals working in a range of complex customer service roles. Duties at this level would 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. Individuals would work under supervision, but may have some authority to delegate.

### POSSIBLE CAREER OUTCOMES

Customer Contact Operators  
Customer Services Representatives  
Reception Operators  
Telesales Operators

### DURATION (GUIDE ONLY)

Up to 1 year

Duration will vary and is dependent on workplace arrangements

### DELIVERY METHOD

Traineeship

### ENTRY REQUIREMENTS

There are no prerequisites for this qualification

*This training is delivered with Victorian and Commonwealth Government funding. Individuals with a range of abilities and backgrounds are encouraged to apply.*



### HOW TO APPLY

Call Skillinvest 1300 135 008

### FEES AND CHARGES

Refer to the Fees & Charges on our Skillinvest website ([www.skillinvest.com.au](http://www.skillinvest.com.au))

### QUALIFICATION REQUIREMENTS

To receive this qualification you must complete 4 core units, plus 8 elective units.

Elective units have been chosen by Skillinvest based on feedback from industry



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### 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

- BABCMM301 Process Customer Complaints
- BSBWOR203 Work Effectively with Others
- BSBWOR301 Organise Personal Work Priorities and Development
- BSBMGT401 Show Leadership in the Workplace
- BSBSUS401 Implement and Monitor Environmentally Sustainable Work Practices
- BSBWHS302 Apply Knowledge of WHS Legislation in the Workplace
- BSBDIV301A Work Effectively with Diversity
- BSBCUS402 Address Customer Needs

\*\* Elective unit selection should be discussed with your training provider to successfully customise a package to meet industry needs