



BUSINESS

BSB40315 Certificate IV in Customer Engagement - Traineeship

COURSE SUMMARY

This qualification reflects the role of individuals with excellent communication and interpersonal skills who undertake complex customer interactions, often as a team leader and with significant authority to delegate. Duties at this level are varied and may include responding to complex customer requests handling complaints, coaching staff and completing related administrative tasks.

POSSIBLE CAREER OUTCOMES

Customer Centre Team Leader
Quality Assurance Co-ordinator
Customer Contact Coach
Analyst, Scheduler

DURATION (GUIDE ONLY)

Up to 2 years

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.



skillinvest.com.au | 1300 135 008 | info@skillinvest.com.au

HOW TO APPLY

Call Skillinvest 1300 135 008

FEES AND CHARGES

Refer to the Fees & Charges on our Skillinvest website (www.skillinvest.com.au)

QUALIFICATION REQUIREMENTS

To receive this qualification you must complete 3 core units, plus 10 elective units.

Unit selection will be made in consultation with the student and the employer





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CORE UNITS

BSBCUS401	Coordinate Implementation of Customer Service Strategies
BSBLED401	Develop Teams and Individuals
BSBWHS401	Implement and Monitor WHS Policies, Procedures and Programs to meet Legislative Requirements

ELECTIVE UNITS

BSBCUS402	Address Customer Needs
BSBCUS403	Implement Customer Service Standards
BSBMGT401	Show Leadership in the Workplace
BSBWOR403	Manage Stress in the Workplace
BSBLDR403	Lead Team Effectiveness
BSBREL402	Build Client Relationships and Business Networks
BSBINN301	Promote Innovation in a Team Environment
BSBSUS401	Implement and Monitor Environmentally Sustainable Work Practices
BSBMKG414	Undertake Marketing Activities
BSBMKG413	Promote Products and Services

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