

# CERTIFICATE III IN CUSTOMER ENGAGEMENT



## OVERVIEW

This program provides practical skills and knowledge to work with multiple communication channels, provide excellent customer service, adhere to key performance indicators, work in a team environment, provide technical advice and capture data. It supports the development of customer engagement skills that can be applied across a range of roles and industry contexts. Through the customisation of electives (see over), training can be focussed to a range of job roles, including:

- Customer Service Officers
- Telemarketers
- Client Contact Officers
- Information Services Officers
- Call Centre Operators

It is ideal for new entrants working in a customer contact centre, as well as those with experience in the above areas that are seeking professional development and/or the opportunity to have their skills and experiences formally recognised.

## TRAINING DELIVERY MODE

Skills@Top offers enrolment in this program through self-paced online learning. Students are provided with an E-Learning student portal (and login details) with 24/7 access, together with learning and assessment materials for each unit of competency. Our educators are available to provide one-on-one tailored assistance and support for the duration of the Training Plan (during business hours) through our Student Help Desk.

A customised Training Plan will be developed upon enrolment, outlining unit selection (and sequencing), support periods and due dates for assessment submission. *Due to the nature of this training program, students will be required to complete a range of assessment activities through our E-Learning portal, as well as demonstrating skills and knowledge in a workplace customer contact centre environment to support assessment processes.*

## DURATION

Skills@Top offers online training support and assessment services for a period of up to 12 months from the date of enrolment in this qualification. As online learning is self-paced, the duration can vary based on individual learning needs (and unit selection), however, it is recommended that students allocate a study schedule of up to 10-12 hours per week to ensure that the goals of the Training Plan can be achieved. *Previous relevant experience and/or qualifications may allow you to apply for Recognition of Prior Learning or Credit Transfer which can reduce the cost and shorten the study and support period that will apply (this will be identified in your Training Plan).*

## COURSE PRE-REQUISITIES

- **Skills@Top is only currently accepting enrolments in this training program from students that are working in a customer contact centre environment (where approval can be secured for our assessors to collect evidence of the demonstration of skills and knowledge).**
- Sufficient literacy, numeracy and technical skills to complete training program in an online learning environment.
- Computer with compatible operating system (Windows 10 or higher), together with:
  - Web browser (such as Chrome, Firefox or Internet Explorer)
  - Email address and stable internet connection with reliable speed (at least 5mbps)
  - Microsoft Office (including MS Word, MS Excel and MS PowerPoint) and Adobe Reader

## FEES AND CHARGES

Please contact Skills@Top on 3812 2920 or email [skills@topoffice.com.au](mailto:skills@topoffice.com.au) for a training quotation to be emailed.

**Skills@Top (Registered Training Organisation 0653)**

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## UNIT SELECTION

To attain this Nationally Recognised qualification (Certificate III in Customer Engagement), you are required to complete 12 units of competency. Skills@Top can offer this as follows:

- **4 core units** (listed below); plus
- **8 elective units** (two units must be from Group A elective units listed below and six units may be from Group A or Group B, or from the imported units listed below)

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

<b>CORE UNITS</b>	<b>Customer Engagement</b>	BSBCUE301 Use multiple information systems BSBCUE307 Work effective in customer engagement BSBCUE309 Develop product and service knowledge for customer engagement operation BSBCUS301 Deliver and monitor a service to customers
<b>ELECTIVE UNITS GROUP A</b>	<b>Customer Engagement</b>	BSBCUE204 Collect data BSBCUE304 Provide sales solutions to customers BSBCUE308 Conduct outbound customer engagement
	<b>Interpersonal Communication</b>	BSBCMM301 Process customer complaints
	<b>IT Use</b>	BSBITU307 Develop keyboarding speed and accuracy
	<b>Workplace Effectiveness</b>	BSBWOR203 Work effectively with others BSBWOR301 Organise personal work priorities and development
<b>ELECTIVE UNITS GROUP B</b>	<b>Workplace Effectiveness</b>	BSBWOR201 Manage personal stress in the workplace
	<b>Workplace Health and Safety</b>	BSBWHS201 Contribute to health and safety of self and others
<b>IMPORTED UNITS</b>	Diversity	BSBDIV301 Work effectively with diversity
	Frontline Management	BSBFLM303 Contribute to effective workplace relationships BSBFLM309 Support continuous improvement systems and processes
	General Administration	BSBADM302 Product text from notes BSBADM307 Organise schedules
	Information Management	BSBINM301 Organise workplace information BSBINM302 Utilise a knowledge management system
	IT Use	BSBITU306 Design and produce business documents BSBITU312 Create electronic presentations BSBITU313 Design and produce digital text documents BSBITU314 Design and produce spreadsheets
	Productivity	BSBPRO301 Recommend products and services
	Written Communication	BSBWRT301 Write simple documents

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