

Certificate III in Customer Engagement

Introducing Certificate 3 Guarantee

To ensure more people can access Nationally Recognised training qualifications, Queensland Government is offering eligible Queenslanders the opportunity to access highly subsidised quality training that is directly linked to either an employment outcome or career progression in the workplace. Skills@Top is currently accepting enrolments in to Certificate III in Customer Engagement under this subsidised training program. To be eligible to receive the subsidy, prospective students must:

- @ Be aged 15 years or above, and no longer at school;
- @ Permanently reside in Queensland and be an Australian or New Zealand citizen, or an Australian permanent resident (or temporary resident with the necessary visa and work permits on the pathway to permanent residency);
- @ Not hold, and not be enrolled in, a Certificate III or higher level qualification (not including qualifications completed at school).

Enrol today, start tomorrow and TAKE CONTROL of your career!

BSB30211 Recommended Training Program

| Unit | Description <small>(please note that this program has been developed for students currently employed in a call centre environment)</small> | Enrolment Options | | |
|-----------|---|-------------------|-----|-----------------|
| | | Online Learning | RPL | Credit Transfer |
| 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 | ● | ● | ● |
| BSBCMM301 | Process customer complaints | ● | ● | ● |
| BSBITU203 | Communicate electronically | ● | ● | ● |
| BSBITU307 | Develop keyboarding speed and accuracy | ● | ● | ● |
| BSBWOR203 | Work effectively with others | ● | ● | ● |
| BSBWOR301 | Organise personal work priorities and development | ● | ● | ● |
| BSBCUE203 | Conduct customer engagement | ● | ● | ● |
| BSBCUE204 | Collect data | ● | ● | ● |
| BSBWOR201 | Manage personal stress in the workplace | ● | ● | ● |

Queensland Government is subsidising the cost of training and a co-contribution fee must be paid by students undertaking a Certificate III level qualification:

Student Co-Contribution Fees

| Enrolment Option | Student Co-Contribution Fee | |
|---|-----------------------------|----------------|
| | Non-Concession | Concession* |
| Accelerated One Day Workshops <i>(learn in a facilitated environment at our Ipswich training academy)</i> | \$55.00 / unit | \$35.00 / unit |
| Online learning <i>(study anywhere, anytime providing that you have an internet connection)</i> | \$45.00 / unit | \$25.00 / unit |
| Correspondence <i>(study with hard copy training manuals and upload your assessment material online)</i> | \$70.00 / unit | \$50.00 / unit |
| Application for Recognition of Prior Learning <i>(apply to have your existing skills, experience and knowledge recognised through a fast-tracked assessment process)</i> | \$30.00 / unit | \$17.50 / unit |
| Credit Transfer | No Fee | No Fee |

*Note that concessional status applies when the student holds a Health Care or Pensioner concession card issued under Commonwealth law (or is the partner or a dependant of a person who holds the same and is named on the card) or is an Aboriginal or Torres Straight Islander or has a disability.

Apply today with Rikki on 07 3812 2920 or enrol@topoffice.com.au

Skills@Top (a division of Top Office Personnel Pty Ltd)

Proudly celebrating 25 years of providing training and employment solutions in South East Queensland

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