



A division of Top Office Personnel Pty Ltd
Nationally Recognised Provider # 0653

LOCATIONS AND CONTACT

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REGISTERED TRAINING ORGANISATION

Nationally Recognised Qualifications Certificate | Diploma

- Business Services
 - Business
 - Business Administration
 - Customer Engagement
 - Recordkeeping
 - Marketing
 - Management
 - Small Business Management
- Financial Services
 - Bookkeeping
 - Accounting

Computer Training

- Microsoft Office
 - Word
 - Excel
 - PowerPoint
 - Publisher
- MYOB

Professional Development

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Established 1989

Proud to be a Queensland owned
family business!

BSB30215

Certificate III in Customer Engagement

TRAINING DELIVERY MODE

E-Learning (Online) / Correspondence

LENGTH OF STUDY

This qualification is to be completed within 12 months of the date of enrolment, during which time students will have full access to training program and support.

COURSE DESCRIPTION

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.

COURSE PRE-REQUISITES

- Completion of Certificate II in Customer Contact/ Engagement or other relevant qualifications; OR
- Vocational experience in assisting in a range of support roles without a formal qualification.
- Sufficient literacy, numeracy and computer skills to complete the course.
- Access to an internet connection and computer.

UNITS OF COMPETENCY

Certificate III in Customer Engagement requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- **4 core units** listed on the following page; plus
- **8 elective units**
 - **2 of these elective units** must be selected from the Group A elective units on the following page
 - The remaining **6 elective units** may be from Group A or Group B elective units on the following page, or from any other Certificate III or Certificate IV qualification that Skills at Top currently offers.
- *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.*

BSB30215

Certificate III in Customer Engagement

Certificate III in Customer Engagement requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- **4 core units** listed below; plus
- **8 elective units**
 - **2 of these elective units** must be selected from the Group A elective units listed below; and
 - The remaining **6 elective units** may be from Group A or Group B elective units listed below, or from any other Certificate III or Certificate IV qualification that Skills at Top currently offers.
- *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.*

CORE UNITS	Customer Engagement	BSBCUE301 - Use multiple information systems
		BSBCUE307 - Work effectively in customer engagement
		BSBCUE309 - Develop product and service knowledge for customer engagement operation
	Customer Service	BSBCUS301 - Deliver and monitor a service to customers
ELECTIVE UNITS GROUP A	Customer Engagement	BSBCUE203 - Conduct customer engagement
		BSBCUE204 - Collect data
		BSBCUE302 - Deploy customer service field staff
		BSBCUE303 - Conduct a telemarketing campaign
		BSBCUE304 - Provide sales solutions to customers
		BSBCUE305 - Process credit applications
		BSBCUE306 - Process complex accounts
		BSBCUE308 - Conduct outbound customer engagement
		BSBCUE403 - Schedule customer engagement activity
	Communication	BSBCMM301 - Process customer complaints
	IT Use	BSBITU203 - Communicate electronically
		BSBITU307 - Develop keyboarding speed and accuracy
	Learning and Development	BSBLED301 - Undertake e-learning
	Workplace Effectiveness	BSBWOR203 - Work effectively with others
BSBWOR301 - Organise personal work priorities and development		
ELECTIVE UNITS GROUP B	Management	BSBMGT401 - Show leadership in the workplace
		BSBMGT402 - Implement operational plan
		BSBMGT405 - Provide personal leadership
	Sales	BSBSLS407 - Identify and plan sales prospects
		BSBSLS408 - Present, secure and support sales solutions
	Sustainability	BSBSUS301 - Implement and monitor environmentally sustainable work practices
	Workplace Health and Safety	BSBWHS201 - Contribute to health and safety of self and others
		BSBWHS302 - Apply knowledge of WHS legislation in the workplace
	Workplace Effectiveness	BSBWOR201 - Manage personal stress in the workplace

Other elective units available for selection at Certificate III level with Skills at Top (following packaging rules above) include:

OTHER	Innovation	BSBINN301 – Promote innovation in a team environment
	Diversity	BSBDIV301 – Work effectively with diversity
	Frontline Management	BSBFLM305 – Support operational plan
		BSBFLM309 – Support continuous improvement systems and processes
		BSBFLM312 – Contribute to team effectiveness
IT Use	BSBITU303 – Design and produce text documents	
	BSBITU304 – Produce spreadsheets	