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## **BSB20215 Certificate II Customer Engagement**

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Northern Rivers, North Coast, North West, Mid Coast, Hunter, Hunter-V-Tec, Sydney, Illawarra, Southern Tablelands, Shoalhaven, South Coast

RTO NO: 90179

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## COURSE BROCHURE

### BSB20215 - Certificate II in Customer Engagement

#### ❖ *Facilitated Online Learning*

The Certificate II in Customer Engagement has been specifically developed for customer service professionals who wish to gain a formal qualification in this field. It is a nationally recognised qualification that applies to all types of work activities within Customer Service and Contact Centres including both inbound and outbound sales and service, market research, billing and credit management.

Potential career opportunities include:

- Customer Service Representative
- Customer Contact Agent or Operator
- Sales and Marketing Consultant
- Telemarketing Consultant

#### Course subjects

Unit Code	Unit Title	Unit Type
BSBCUE203	Conduct customer engagement	Core
BSBCUE205	Prepare for work in a customer engagement environment	Core
BSBCMM201	Communicate in the workplace	Core
BSBCUE301	Use multiple information systems	Elective
BSBCUE308	Conduct outbound customer engagement	Elective
BSBCUE309	Develop product and service knowledge for customer engagement operation	Elective
BSBCMM301	Process customer complaints	Elective
BSBCUS201	Deliver a service to customers	Elective
BSBITU203	Communicate electronically	Elective

#### Course duration

- Full time qualification up to 1 year

## **Requirements:**

### ❖ *Minimum education*

While there are no formal education entry requirements, Hunter-V-Tec suggests you should have completed schooling equivalent to Australian Year 10, OR have relevant industry experience OR a relevant qualification.

### ❖ *Minimum age*

Minimum age of 16 years. If you are under 18 your application must be signed by a parent or guardian.

### ❖ *Computer requirements*

Learners will need access to a computer and the internet and have basic computing skills. Minimum computer specifications are:

All users:

- Broadband Internet Connection
- Adobe Reader XI or equivalent
- You will also need access to a phone, printer, photocopier and scanner
- Adobe Flash Player 11 or higher

### ❖ *Audio-visual requirements*

You will need access to software to view online videos and images. Software such as Adobe Reader, Windows Media Player, Windows Photo Viewer etc. are available as free downloads from the internet.

### ❖ *English language requirements*

This course requires you to read comprehensive learner workbooks, undertake a range of written assessments and engage in online discussion forums. Also, the delivery mode relies on the use of written communication.

As such, entry to the course requires English proficiency equivalent to Australian Year 10 level or 1 years of work experience in a role that requires the use of written documentation and communication.

## **Study materials**

Once you are enrolled in this course, you will receive access to the first set of units for the course. When you have successfully completed those units, you'll be given access to the next units when you require them. Remember this is completed at your own pace.

## Pathways

Suggested pathways for further study after completion of this qualification include:

- BSB30215 Certificate III in Customer Engagement
- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- Other relevant Certificate III qualifications

Delivery Styles	
<b>E-Learning</b>	Self-paced study completed from home or at the office. Students learn online via an online learning platform. E learning includes numerous types of media that deliver text, audio, images, animation, interaction content and streaming video through web-based learning.

## What's included?

Our course includes detailed learning materials, assessments, certification upon successful completion and ongoing trainer support throughout the program.

## Recognition of Prior Learning (RPL)

RPL is available for each unit of competency based on relevant workplace experience, formal training and/or other expertise. To apply for RPL please discuss with our student support team or your trainer/assessor. For RPL you will be required to submit a portfolio of evidence within 12 months of the enrolment date.

## Course fees

Contact HVTC for qualification pricing, payment options and eligibility for Smart and Skilled funding.