

BSB30215

# Certificate III In Customer Engagement



The BSB30215 Certificate III in Customer Engagement will set you apart as an agent of excellence. At the end of this course you will have developed the core skills required to work within a call centre environment, including exceptional customer service, understanding products and services, using business systems and working within a team.

This program has been developed in conjunction with industry leaders to incorporate the latest in best practice and industry standards. Training includes workplace based scenarios where you will apply your new found knowledge and skills straight away.



#### Duration

12-18 Months



#### Delivery Method

Completely online



#### Outcome

BSB30215 Certificate III in Customer Engagement will be issued on successful completion



#### Cost

This training is fee free and subsidised by the NSW government



**1800 672 933**  
[www.jbhunteracademy.edu.au](http://www.jbhunteracademy.edu.au)  
JB Hunter Technology RTO ID 90277

## Unit Selection

To successfully obtain this qualification, students must complete the 12 listed Units of Competency.

## Prerequisites

There are no pre-requisites for this qualification, although students must be employed in a contact centre environment.

## Other Entry Requirements

Students will be required to undertake an initial skills assessment, comprising of a Language, Literacy and Numeracy (LLN) assessment prior to course commencement to assess their readiness for Certificate III level training.



## Accreditation



### Working as an Efficient Professional

<b>BSBWOR301</b>	Organise personal work priorities and development
<b>BSBWH5307</b>	Apply knowledge of WHS laws in the workplace
<b>BSBITU307</b>	Develop keyboarding speed and accuracy
<b>BSBCUE301</b>	Use multiple information systems

### Promote Products and Services

<b>BSBCUE309</b>	Develop product and service knowledge for customer engagement operation
<b>BSBPRO301</b>	Recommend products and services
<b>SIRXSL5001</b>	Sell to the retail customer

### The Customer Experience

<b>BSBCUE307</b>	Work effectively in customer engagement
<b>BSBMM301</b>	Process customer complaints
<b>BSBCUS301</b>	Deliver and monitor a service to customers

### Building an Effective Team Environment

<b>BSBDIV301</b>	Work effectively with diversity
<b>BSBWOR203</b>	Work effectively with others

## Employer Incentives & Training Fees

Did you know this training is subsidised by the NSW Government, and you may be eligible for a range of financial incentives available from the Australian Government when you take on an eligible Australian trainee or enrol an existing worker into a Traineeship? The table below outlines the incentives available and approximate training expense fees. This Traineeship is covered by the NSW Fee Free Traineeship Initiative. There is no student contribution payable for this training.

	<b>Metropolitan</b>	<b>Additional Rural Loading</b>
<b>Employer Incentives</b>	\$4000	\$1500
<b>Less Tuition Fees</b>	\$0	\$0
<b>Nett Employer Benefit</b>	\$4000	\$5500

*\*Based on Smart and Skilled incentives*

