

Real Training, For Real People



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**Course Fee \$1200 - Funding options may apply.
Contact us for more information and eligibility check.**

Course Description

This qualification reflects the role of individuals who typically work with multiple communication channels, capture data and provide customer service. Typically, individuals in this role work under direct supervision, with limited authority to delegate.

Total Number of Units - 9

3 core units
6 elective units

3 Core Units

BSBCMM201 Communicate in the workplace
BSBCUE203 Conduct customer engagement
BSBCUE205 Prepare for work in a customer engagement environment

6 Elective Units

BSBCUE301 Use multiple information systems
BSBCUE309 Develop product and service knowledge for customer engagement operation
BSBCMM301 Process customer complaints
BSBWHS201 Contribute to health and safety of self and others
BSBWOR203 Work effectively with others
BSBWOR301 Organise personal work priorities and development

Mode of Delivery

Face to face, correspondence

Entry Requirements

No entry requirements

Industry Work Placement will be provided to learners