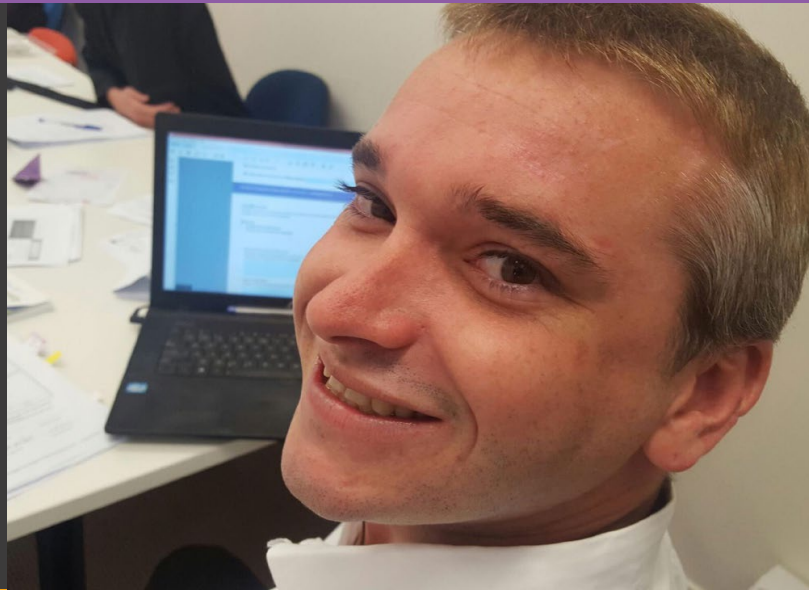


# Launch your Career in Customer Engagement



**ENROL NOW - CLICK HERE**

**Course Fee \$1800 - Funding options may apply.  
Contact us for more information and eligibility check.**

## 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.

## Total Number of Units - 12

4 core units  
8 elective units

## 4 Core Units

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

## 8 Elective Units

BSBCUE203 Conduct customer engagement  
BSBCUE303 Conduct a telemarketing campaign  
BSBCUE403 Schedule customer engagement activity  
BSBCMM301 Process customer complaints  
BSBITU203 Communicate electronically  
BSBWOR203 Work effectively with others  
BSBWOR301 Organise personal work priorities and development  
BSBWHS201 Contribute to health and safety of self and others

Industry Work Placement will be provided to learners

## Mode of Delivery

Face to face, correspondence

## Entry Requirements

No entry requirements