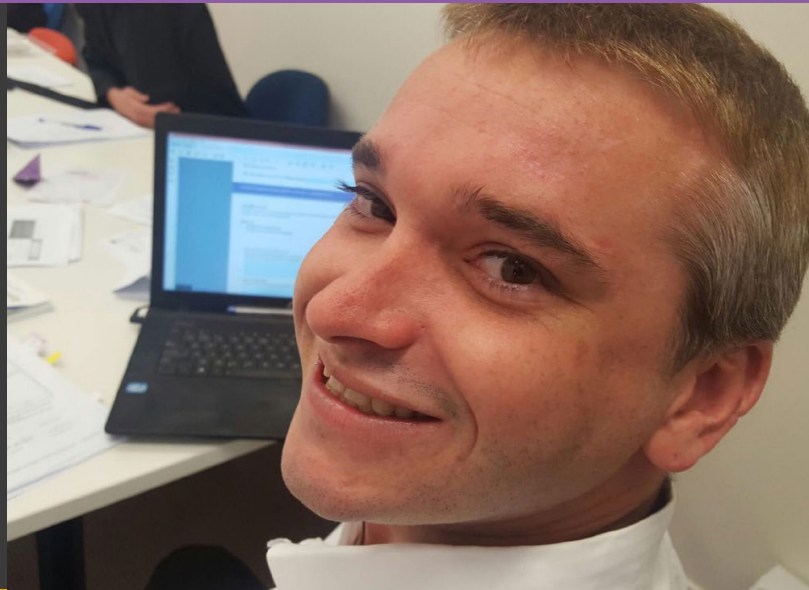


Launch your Career in Customer Engagement



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
BSBITU213 Use digital technologies to 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