



LEARN THE SKILLS TO
BECOME JOB READY

BSB30215 CERTIFICATE III IN CUSTOMER ENGAGEMENT

Funded by the Queensland government.

WHAT IS QUEENSLAND CERTIFICATE 3 GUARANTEE?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school Certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

ELIGIBILITY

1. Must be 15 years or over
2. No longer at school (with the exception of VET in Schools students)
3. Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
4. Must not have or be enrolled in a Certificate III level or higher qualification (not including qualifications completed at school and foundations skills training)

CO-CONTRIBUTION FEES

Total course concessional price \$50

Total course non-concessional price \$150

COURSE OVERVIEW

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.

Individuals would work under supervision, but may have some authority to delegate.

JOB OPPORTUNITIES

Job roles that may be available to you after successful completion of the course include:

- Customer Contact Agent
- Customer Contact Operator
- Customer Service Representative
- Tele-Sales Representative

ENTRY REQUIREMENTS

1. Students must be 15 years of age or over.
2. Students are required to successfully complete the Language Literacy and Numeracy test and achieve Level 3 in the Australian Core Skills Framework across reading, writing, learning, oral communication and numeracy skill. Prospective students who have completed year 12 or provide an AQF Certificate III or above in any discipline will be deemed as meeting the LLN entry requirements. Satisfactorily complete a pre-training review interview to determine student's suitability for the chosen course.
3. Students are required to have access to a computer and internet in order to complete assessments and read information on the units of competency.

COURSE MODE OF DELIVERY AND DURATION

The course is provided through face-to-face, online or distance learning. The course will be delivered and assessed in 12 months.

RECOGNITION OF PRIOR LEARNING

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.

CREDIT TRANSFER

If you have completed previous study that is the same as your intended qualification with another organisation you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.

WORLD-CLASS TRAINING

WORLD-CLASS LEADERS



COURSE OUTLINE (UNITS OF COMPETENCY)

TOTAL NUMBER OF UNITS = 12

- 4 core units
- 8 elective units

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

ELECTIVE UNITS

BSBCUE203	Conduct customer engagement
BSBITU203	Communicate electronically
BSBITU307	Develop keyboarding speed and accuracy
BSBLED301	Undertake e-learning
BSBWOR203	Work effectively with others
BSBWHS201	Contribute to health and safety of self and others
BSBWHS302	Apply knowledge of WHS legislation in the workplace
ICTSAS305	Provide ICT advice to clients

ASSESSMENTS

To be assessed as competent, learners need to provide satisfactory evidence to all the assessment requirements relating to their knowledge and skills relevant to the unit of competence. Assessment methods may include:

- Written activities
- Case studies
- Projects
- Role plays / observations

HOW TO ENROL

Applying to Australian Academy (AA) is easy. You can submit your enrolment application any time by email to info@australianacademy.edu.au or call **1300 656 693**. You will be contacted by AA to arrange a follow up appointment for a pre-training review.

Once we receive your enrolment form, we will send you a Letter of Offer including all the enrolment conditions. When you accept it and return a signed copy along with payment, we will secure your place.

Enrol Now



Gold Coast (QLD)

10 Scarborough Street
Southport, Gold Coast
QLD 4215
P 1300 656 693

Brisbane (QLD)

Level 3, 12 Mount Gravatt
Capalaba Road, Upper
Mount Gravatt QLD 4122
P (07) 3343 3776

Sunshine Coast (QLD)

Sunshine Coast Stadium
31 Sportsmans Parade
Bokarina QLD 4575
P 1300 656 693