

CERTIFICATE II IN CUSTOMER ENGAGEMENT

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.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.
Preferred pathways into this qualification include:

- BSB10115 Certificate I in Business or other relevant qualification/s **OR**
- with vocational experience assisting in a range of work settings
- without a formal business qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer contact operators
- customer contact assistant

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES INTEGRATED WITH FOUNDATION SKILLS

Gain the skills required to:

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| ➤ communicating verbally with clients and colleagues | ➤ drafting routine correspondence that meets the organisational standards of style, format and accuracy |
| ➤ working in a team environment to promote team commitment and cooperation | ➤ choosing appropriate methods for communication and transferring information |
| ➤ dealing with client enquiries and complaints | ➤ raising occupational health and safety issues with designated personnel |
| ➤ planning and organising own work schedule for the day | ➤ planning the layout of simple documents using appropriate software |
| ➤ dealing sensitively with client needs and cultural, family and individual differences | ➤ obtaining feedback on work performance and identifying opportunities for improvement |
| ➤ encouraging, acknowledging and acting on constructive feedback from team members | ➤ using manuals, training booklets and online help to overcome difficulties |



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DELIVERY ARRANGEMENTS

Certificate II is typically recommended via training and assessment on the job. It is typically delivered over a 9 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours for total volume of learning appropriate at Certificate II level. The qualification can be fast-tracked, depending on current competencies of learners as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 18 hours of face-to-face group training sessions for Certificate II (2 hours per unit). In this way learners can learn from each other while being guided by the experienced facilitator.

PATHWAYS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL

If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless, however, this is assuming that they are able to provide sufficient and current evidence.

GROUP SESSIONS

There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 9 session ideal structure for Certificate II however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

FLEXIBLE

It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

BLENDED APPROACH

You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

COURSE STRUCTURE

To complete this qualification, the student is required to complete **9 Units**. This comprises of **3 core unit** and **6 elective units**.

At least **3** of the elective units must be chosen from the elective list below, the remaining **3 elective units** may be chosen from any other Certificate II level qualification offered by Target Training. Elective units must be relevant to work outcome, local industry requirements and the qualification level.



Contact us today for
more details and
assistance with
qualifying staff

CORE UNITS

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

ELECTIVE UNITS

BSBCUE301	Use multiple information systems
BSBCUE309	Develop product and service knowledge for customer engagement operation
BSBCMM301	Process customer complaints
BSBCUS201	Deliver a service to customers
BSBWHS201	Contribute to health and safety of others
BSBWOR201	Manage personal stress in the workplace
BSBWOR203	Work effectively with others



LEARNING OUTCOMES

CORE UNITS

BSBCUE203 – Conduct customer engagement

1. Prepare for customer engagement
2. Provide quality service in response to customer queries
3. Arrange provision of product or service
4. Respond to customer enquiries

BSBCUE205 – Prepare for work in a customer engagement environment

1. Relate own role to customer engagement operations
2. Reflect on personal performance
3. Maintain a professional approach to employment
4. Participate in a workplace team

BSBCMM201 - Communicate in the workplace

1. Gather, convey and receive information and ideas
2. Complete workplace documentation and correspondence
3. Communicate in a way that responds positively to individual differences

ELECTIVE UNITS

BSBCUE301 – Use multiple information systems

1. Access a range of information systems
2. Process customer information using multiple information systems
3. Identify and rectify information system and processing errors

BSBCUE309 – Develop product and service knowledge for customer engagement operation

1. Acquire knowledge of products and services in a specified area
2. Evaluate full range of products and services in a designated area of business
3. Convert product and service knowledge into benefits

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BSBCMM301 – Process customer complaints

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

BSBCUS201 - Deliver a service to customers

1. Establish contact with customers
2. Identify customer needs
3. Deliver service to customers
4. Process customer feedback

BSBWHS201 - Contribute to health and safety of self and others

1. Work safely
2. Implement work safety requirements
3. Participate in WHS consultative processes

BSBWOR201 - Manage personal stress in the workplace

1. Develop personal awareness of stress
2. Develop stress management techniques
3. Manage time
4. Recover from a stressful contact
5. Maintain personal stamina and resilience
6. Maintain work/life balance

BSBWOR203 - Work effectively with others

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict



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