



Certificate III in Customer Engagement (BSB30215) – Face to Face

This is a program designed specifically for customer call centre environments, and is only offered to corporate clients with a dedicated work environment and culture to support the genuine development of the competencies listed below.

AVAILABLE TO CORPORATE CLIENTS ONLY

Subjects (12 units of competency to gain your qualification)

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

BSBCUE204 Collect data

BSBCUE303 Conduct a telemarketing campaign

BSBCUE304 Provide sales solutions to customers

BSBCM301 Process customer complaints

BSBWOR203 Work effectively with others

BSBWOR301 Organise personal work priorities and development

BSBSLS407 Identify and plan sales prospects

About your Trainer

1 Education only offers this qualification in authentic live customer contact centre work environments, in partnership with corporate clients.

Your Trainer will be a current practicing Call Centre Manager and experienced operator and will be able to provide you with real life exposure to each competency.

Qualification and Accreditation Outcomes

On successful completion of this program you will be awarded a nationally recognised qualification 'Certificate III in Customer Engagement' (BSB30215), issued by 1 Education (RTO #6639).

Graduates of the Certificate III in Customer Engagement are highly regarded across the Call Centre industry.

Potential Job Outcomes

Candidates for this course will be new industry entrants and will be given training in key customer call centre systems and processes.

RPL candidates may also complete assessment requirements for these subjects to gain a formal qualification to maintain their current employment or for the purpose of career advancement.

Some possible job titles relevant to this qualification include:

- Call Centre Operator
- Telephonist
- Sales Representative.

Course Format and Mode of Delivery

This program will be delivered face to face over a 6 month period, part-time to workplace employees. The program will involve classroom tutorials, on-the-job learning and assessment and some self-paced work to reinforce theory concepts.

Students will be completing assessments during their classroom-based sessions, and during their time in the work environment, consisting of practical skills demonstrations and knowledge tests.

Location

The theory and practical component of this training program will all be delivered on the client's premises.

Entry Requirements / Minimum Age:

There are no specific entry requirements for this course, however, as a guide you should have successfully completed year 10 (or equivalent) with a satisfactory result in English or have relevant experience and/or qualifications that indicate your ability to complete the course. You must be at least 16 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

Course Duration:

This program will be delivered over a 6 months period.

Recognition of Prior Learning and Credit Transfer

All 1 Education students are provided with an opportunity to claim any advanced credit for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment will be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold the exact units of competency or an approved equivalent unit of competency to any of the units contained in your course then you will be given credit for that unit under national mutual recognition guidelines. This is called a Credit Transfer and any credit transfer issued may reduce the overall cost of your course.

Support Services

Your program will be delivered by a specialist Trainer who will remain accessible to you throughout and following your training.

The 1 Education administration team will also remain available to assist you with any non-educational issues not relating specifically to your course content, or in cases where an issue cannot be resolved between you and your Trainer.

Please remember that a detailed step-by-step guide for raising complaints and appealing an assessment decision, has been provided in the 1 Education Student Handbook, made available to you via the 1 Education website.

Language, Literacy and Numeracy:

We understand some people might require more time than others to complete reading, writing and numeracy tasks.

To ensure we have an accurate understanding of your support needs, we require you to complete an activity at the time of your enrolment to identifying any additional learning needs you may have. We will then discuss any additional support or course modifications that might be required, if and as needed.

In many cases, where students are looking to enter the workforce for the first time, 1 Education may include an additional enrolment into some foundation subjects from the Certificate II in Skills for Work and Vocational Pathways to assist with a smooth entry into the industry as a new employee. These foundation skills may relate to such topics as identifying and securing employment, workplace communication and problem solving / learning in the workplace.

Further details can be found in the 1 Education Student Handbook or alternatively, contact us for more information.

Course Fees and Availability of Course Subsidies:

This program is not offered with government funding.

All fees will be clearly declared on your student enrolment form or contact 1 Education for current pricing.

Payment Options:

Students will be given the option to make payment via the following methods:

- Direct Credit Bank Transfer or
- Credit Card via PayPal (fees apply)

Convenient payment plan options may also be available on request.

Study Pathway:

Whilst there are lower level qualifications that might be useful for some students to complete prior to commencing the Certificate III, the majority of students will choose to enter directly into the Certificate III in Customer Engagement, perhaps complemented by some additional subjects drawn from the Certificate II in Skills for Work and Vocational Pathways (FSK20113). This will be clearly documented for each student at the time of enrolment.

If you are uncertain about your readiness to study the program please talk with one of our friendly staff members and we can guide you on the best pathway for you.

Once you have graduated with your Certificate III in Customer Engagement, there are additional optional qualifications to pursue, to build on your skills and knowledge, and perhaps move into supervisor / management roles. You may decide to enrol into the Certificate IV in Customer Engagement (BSB40315), or perhaps move directly into a Diploma of Leadership and Management (BSB51918).

Your Trainer will be happy to discuss these options during your Certificate III studies.

Course Survey

All 1 Education students are required to complete a survey at the completion of their program to enable us to improve the experience for future students. We thank you in advance for your contributions.

More Information

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - <http://www.1education.com.au/>

Contact Details

Phone: 0478 752 453 | Email: enquiries@1education.com.au

Internet: <http://www.1education.com.au/>