

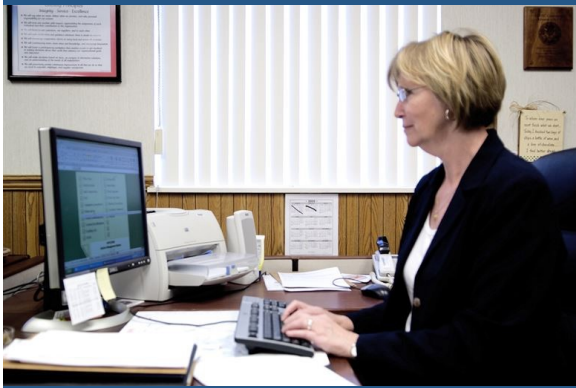
# BSB30215 Certificate III in Customer Engagement



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RTO No 40467

Course Brochure



# BSB30215 Certificate III in Customer Engagement

## 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.

## Key Outcomes

- Use multiple information systems to research information and records, and to maintain up-to-date customer information.
- Conduct customer engagement operations. It requires an understanding of organisational requirements, expectations, policies and procedures.
- Develop knowledge of products and services in preparation for customer engagement in an inbound or outbound customer engagement activity.
- Identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.
- Respond effectively to customer engagement while complying with requirements and using a variety of communication methods.
- Recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.
- Help customers obtain information they need, that can be found in readily accessible sources.
- Receive a request and to deliver the record or information about the record.
- Understand signs and sources of stress within the broader framework of the job role and work environment.
- Work cooperatively with others and deal effectively with issues, problems and conflict.
- Work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.
- Organise and prioritise individual work requirements. including identifying tasks for completion, completing tasks according to workplace requirements and responding to changes in personal work requirements.

## Career Opportunities

- customer contact agents or operators
- customer services representatives
- telesales representatives.

## Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).





Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at [www.dynamiclearningservices.com.au](http://www.dynamiclearningservices.com.au) or contact Dynamic Learning Services on 02 4365 0040.

### Pathways

Qualifications that may be considered after successful completion include but are not limited to:

- BSB40315 Certificate IV in Customer Engagement
- BSB42015 Certificate IV in Leadership and Management



There are 12 units in the BSB30215 Certificate III in Customer Engagement. These are divided into 4 core units and 8 electives units..

The units in the Dynamic Learning Services program are listed below:

#### **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
- BSBDIV301 Work effectively with diversity
- BSBLIB405 Assist customers to access information
- BSBRKG303 Retrieve information from records
- BSBWOR201 Manage personal stress in the workplace
- BSBWOR203 Work effectively with others
- BSBWHS201 Contribute to health and safety of self and others
- SIRXIND003 Organise personal work requirements

### Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

### Entry Requirements

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

### Volume of Learning

Learners should expect a duration between 12 and 24 months to meet the requirements of BSB30215 Certificate III in Customer Engagement which is consistent with the AQF volume of learning indicators for a Certificate III qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

# Smart and Skilled

This training is subsidised by the NSW Government

Further detailed information on Smart and Skilled in relation to your eligibility, fees and consumer protection visit :

<https://smartandskilled.nsw.gov.au/for-students>

or talk to one of our friendly consultants who can answer all your questions on 43650040



## About Smart and Skilled

Smart and Skilled is a New South Wales (NSW) government funding incentive for those wanting to gain new skills needed to find a job or advance their careers.

As course costs are an important factor when deciding to undertake a study

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

### Are you eligible for Smart and Skilled training?

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you may be eligible to enrol in a government-subsidised course with an approved Smart and Skilled training provider and registered training organisation, like DLS.

### Fees

#### Full Qualification

1st Qualification \$1,320  
2nd Qualification \$1,580  
Traineeship \$1,000

Eligible concession card holders \$240