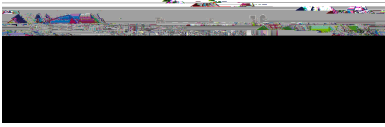


Certificate III in Business (Customer Engagement)

BSB30120



DELIVER REWARDING CUSTOMER
SERVICE THROUGH QUALITY
CUSTOMER ENGAGEMENT



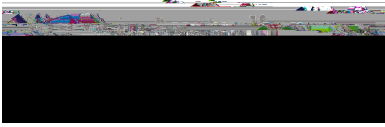
About This Course

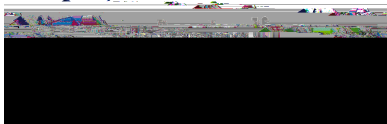
Certificate III in Business (Customer Engagement) addresses the skills needed in customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer service experience, and the ability to manage priorities and workplace challenges. You will gain a solid understanding of service centre and call centre systems and culture.

The Certificate III in Business (Customer Engagement) will not only provide you with an enjoyable and informative learning experience but also a high level of professionalism and the ability to deliver a high quality service. Learn all about how to work effectively in this fast paced industry.

Subject Choices

- Effective Workplace Communication
- Maintain Workplace Safety and Wellbeing
- Contribute to Sustainable Work Practices
- Organise Personal Work Priorities
- Mid Course Survey
- Use Business Systems
- Engage with Customers
- Assist Customers with Products and Services
- Resolving Difficult Customer Situations
- Practical Word Processing





Entry Requirements

Literacy Reading and Writing Skills

The required reading skills are:

- Read basic texts relevant to workplace requirements (ie policies and procedures).
- Read and evaluate information and ideas to extract meaning relevant to the topic.
- Use different reading comprehension strategies as needed (ie identifying, questioning, previewing).

The required writing skills needed are:

- Write clear sequenced instructions for using routine/everyday activities
- Draft short emails and letters to convey required information
- Complete a range of forms requiring routine and factual data

As a guide - you must have completed Year 10 schooling, or have proven workplace written communication skills and reading skills.

Language Skills (Spoken English)

The needed spoken language skills are:

- Demonstrated language use appropriate to different circumstances
- Make enquiries or seek clarification as needed to perform tasks
- Explain routine procedures and give clear sequenced instructions to others

As a basic guide - you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

The required numeracy skills are to Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts.

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

Required digital literacy skills are:

- Open and use a computer application (such as your Web Browser)
- Navigate a website by following instructions and follow website "links"
- Type and edit text eg for short answer assessment questions

- Select the appropriate answers in a multiple choice list (select the correct option(s))
- Download, save, edit and upload documents or files
- Write, edit, send, receive and save emails
- Open and use a word processing application (such as Microsoft Word or Google Docs)
- Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

Organise Personal Work Priorities

Being able to organise personal work priorities is an essential job skill in every industry. This Subject will teach you how to set and meet work priorities through effective time management and planning your work schedule. Also learn the importance of professional development activities to chart your career growth.

Unit(s):

BSBPEF301 - Organise personal work priorities

Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

Use Business Systems

Most work roles require the effective use of computers and equipment to input, collect and manage data and information. This subject looks at the technology available to you, and ways to use computer software to organise information and data.

Unit(s):

BSBOPS306 - Record stakeholder interactions

BSBDAT201 - Collect and record data

Engage with Customers

Customer Service is a key function in all job roles, and so engagement of the customer is a critical skill. This subject looks at essential service skills to identify the customers needs and delivering good customer service. As well as skill practicals, there is a small component that looks at how to receive customer feedback positively.

Unit(s):

BSBOPS304 - Deliver and monitor a service to customers

Assist Customers with Products and Services

This subject focuses on the skills and knowledge required to develop knowledge of products and services in preparation for working with customers in service role or inbound or outbound sales. This subject requires you to undertake product research and answer case studies to demonstrate these skills.

Unit(s):

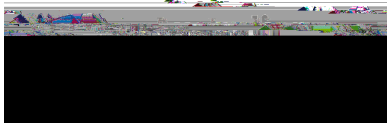
SIRXPDK001 - Advise on products and services

Resolving Difficult Customer Situations

Complaint handling skills can be improved by an awareness of how people respond and by adopting a suitable communication approach. In this subject you will also learn about typical procedures that businesses want applied to any complaints received, and how to best adapt your communication to the specific needs of the customer.

Unit(s):

BSBOPS305 - Process customer complaints



Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!
For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will udefg
