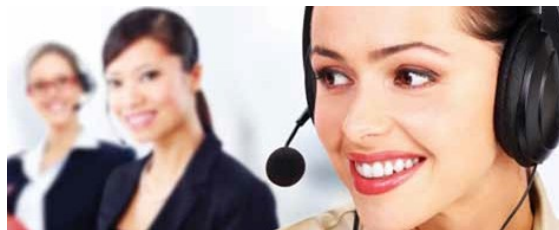


BSB20215

Certificate II

in Customer Engagement



What is the 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.

Pre Requisites none

Pathways Cert III in Business

Course duration:

The hours for this course are made up of the following:

Face to face lecturing and tuition	330
Off-site assignment work	60

Course Content

CORE UNIT

BSBCUE203

Conduct Customer Engagement

BSBCUE205

Prepare for work in a customer engagement environment

BSBCMM201

Communicate in the workplace

ELECTIVE UNITS

BSBCMM301

Process customer complaints

BSBCUS201

Deliver a service to customers

BSBITU101

Operate a personal computer

BSBWHS201

Contribute to health and safety of self and others

BSBWOR201

Manage Personal stress in the workplace

BSBWOR203

Work effectively with others



General Notes:

- All Students (or the school) must supply FEC with their Unique Student Identifier.
- Students are asked to supply a USB for their studies and
- We encourage BYOD to ensure security of their work.

