

BSB20215

CERTIFICATE II

IN CUSTOMER ENGAGEMENT



OVERVIEW

This qualification reflects the role of individuals to work in an entry roles in a business environment. To develop and build a broad range of knowledge and skills to carry out a range activities. To capture data, engage with customers and provide support to the team in New South Wales.

This course can be delivered in a flexible program of classroom training and self-paced learning activities.

QUALIFICATION STRUCTURE

There are nine (9) units of competency to complete, comprising of three (3) core units and six (6) elective units of competency. Please see the next page for our standard BSB20215 Certificate II in Customer Engagement program. Keep in mind, one of our ARC representatives will be happy to discuss unit selection.

ARC Training offers the opportunity to go through a Recognition of Prior Learning (RPL) process. Please talk to an ARC Training representative about applying for RPL or a credit transfer.

Entry Requirements:

There are no entry requirements for this qualification. Student will be required to provide their USI and complete a language, literacy and numeracy test.

ARC Training has policies, procedures and information to help create a safe and healthy, culturally diverse, friendly and non-discriminatory learning environment.

Pathways

On completion of this qualification you may wish to further your education by enrolling in any of the following qualifications:

- SIR30216 – Certificate III in Retail
- BSB30215 - Certificate III in Customer Engagement

Where will the training take place?

Training and Assessment will take place:

Classroom: Training and assessment takes place in a classroom and involves discussions and activities.

Self-directed learning: Further study and assessment activities are done by participants in their own time.

Assessment: The methods in which students are assessed may include written questions, scenarios and observations.

What ARC Training provides?

We provide learning materials, assessment tools and a qualified trainer and assessor.

How long will the program run?

Students have up six (6) months to complete the course.

Possible job roles

- Customer service officer
- Call centre operator

How much will it cost?

Subsidised Training: funding may be available for eligible participants under the NSW Smart and Skilled Program.

To be eligible for a subsidised place, you must be:

- an Australian Citizen, Australian Permanent Resident, Humanitarian Visa Holder or NZ Citizen
- 15 years old or over
- Living or working in NSW
- No longer be at school or equivalent.

This training is subsidised by the NSW Government.

Total student fee:

Exemption \$0 Concession \$160

First Qualification \$880 Second Qualification \$1,050

BSB20215 CERTIFICATE II IN CUSTOMER ENGAGEMENT

01

CORE

BSBCUE203

Conduct customer engagement

BSBCUE205

Prepare for work in a customer engagement environment

BSBCMM201

Communicate in the workplace

02

ELECTIVE

BSBCMM301

Process customer complaints

BSBPRO301

Recommend products and services

BSBCUS201

Deliver a service to customers

BSBWHS201

Contribute to health and safety of self and others

BSBWOR202

Organise and complete daily work activities

BSBWOR203

Work effectively with others

Please note: electives may change, depending on organisational and student needs.

Why participate in training?

- To receive a nationally recognised qualification.
- To further develop your career.
- To formalise your skills and knowledge.
- To learn to perform your job easier and better.

Learning Support

Students to have access to a Trainer/Assessor and the Student Services team to provide course and assessment support.