

COURSE CODE

**BSB30215**

COURSE

## **Certificate III in Customer Engagement**

**ENROL TODAY**

**TAFENSW.EDU.AU or 131 601**

### **WHY CHOOSE TAFE NSW?**



**Opens career doors.** Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



**Global prospects.** TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



**State-of-the-art facilities.** Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



**Industry exposure.** TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



**Recognised and respected.** TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

# Certificate III in Customer Engagement

National Course Code: BSB30215 | TAFE NSW Code: BSB30215-01V05-20COF-007

Qualification Level	Certificate III
Study Type	Part Time Day
Course Start Date	Anytime
Hours Per Week	18.7
Duration	36 Weeks
Delivery Locations	Coffs Harbour
Course Fees	<p><b>Subsidised Prices</b>            First Qualification: \$1,320.00            Subsequent Qualification: \$1,580.00            Traineeship: \$1,000.00            You may be eligible for the NSW Smart &amp; Skilled <b>Fee Free</b> Traineeship which will be verified at enrolment.            Concession: \$240.00</p> <p><b>Non-subsidised Prices</b>            Full Fee: \$5,950.00</p>
Course Features	Nationally Recognised Training Traineeship Allowed This training is subsidised by the NSW Government

## Course Description

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.

Individuals would work under supervision, but may have some authority to delegate.

## Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

There are no formal entry requirements for this course.

It is assumed that you have literacy and numeracy skills at Certificate II level for success in this course.

Contact your TAFE NSW campus if you have any questions about your suitability.

## ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To successfully complete this course, you will need:

- Access to a computer and internet outside of class hours (using your home or library computer), to complete teacher prescribed activities and readings to undertake personal research and practice.

# Information Sessions and more about the course

## INFORMATION SESSIONS

There are no information sessions currently scheduled for this course.

## STUDY COMMITMENT

This is a part-time day, blended course. You will need to attend approximately 6.7 hours of class, over 1 day a week, for 36 weeks. As well as the in-class component, you will need to complete approximately 12 hours of other study per week.

You may also be required to complete approximately 7.0 hours of additional study each week outside of class hours, including skype sessions, research, 1:1 sessions with trainer.

## IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who:

- Are Employees working in industry in a customer service role.

## SERVICES AND STUDY SUPPORT

There are additional learning and study tools available for this course, including:

- Aboriginal and/or Torres Strait Islander Student Support and Services
- Accessibility and Disability Services
- Personal Counselling
- Vocational Counselling
- Learning Support
- International Student Support
- Scholarships
- Multicultural Support

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

## Attendance

This course is currently scheduled on Wednesday from 9.00am to 3.30pm and Thursday from 8.30am and 1.30pm. This timetable may change and will be confirmed by your teacher.

## Fee Details

### SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

### ADDITIONAL RESOURCES

You will need to provide for yourself the following resources which you will keep when you complete your study:

- Access to PC and web platforms for delivery.

### READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

### RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

# How to Enrol

Applying with us is easy, though the exact process does depend on your course and any prerequisites that go with it. Be sure to read all course information carefully to make sure it is the right qualification, location and study type for you. As you progress through the application and enrolment process you will be prompted to provide additional information.

For further information or assistance, call 131 601.

If you are interested in studying as a Trainee please call 131 601 for full details.

Find out more about [Applying and Enrolling](#)

## 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
BSBITU213	Use digital technologies to communicate remotely
BSBCM301	Process customer complaints
BSBCUE203	Conduct customer engagement
BSBCUE308	Conduct outbound customer engagement
BSBCUS402	Address customer needs
BSBWHS201	Contribute to health and safety of self and others
BSBWOR203	Work effectively with others
BSBWOR301	Organise personal work priorities and development

## Career Opportunities

Information Services Officer, Telemarketer, Customer Service Officer, Information Officer, Senior Customer Service Representative, Call Centre Operator, Client Contact Officer (Customer Service).