

CERTIFICATE III IN CUSTOMER ENGAGEMENT



COURSE CODE:
BSB30215

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.

ENROL TODAY
TAFENSW.EDU.AU
131 601

BE AMBITIOUS

COURSE CODE

BSB30215

QUALIFICATION

Certificate III in Customer Engagement

CAREER AREA

Advertising, Marketing and Event Management

TRAINING PACKAGE ENTRY REQUIREMENTS:

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.



■ Traineeship Allowed

CAREER

OPPORTUNITIES

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

OVERVIEW

Are you passionate about providing outstanding customer service? The nationally recognised Certificate III in Customer Engagement will give you the tools and strategies to create memorable customer experiences.

This is a fully government-subsidised JobTrainer course. Eligibility criteria applies.

You will learn industry essentials, such as:

- Product and service knowledge development
- Service delivery and monitoring
- Using multiple information systems
- Adhering to key performance indicators
- Workplace leadership

Plus, the Certificate III in Customer Engagement can be completed as part of a Traineeship. This means you can train on-the-job and earn an income while working towards your qualification.

The Certificate III in Customer Engagement can lead to in demand careers as a:

- Information Services Officer
- Telemarketer
- Customer Service Officer
- Senior Customer Service Representative
- Client Contact Officer

Talk to us today about your study options.

We could not find any courses for the filters you have applied, please clear all filters and generate the PDF again.