

# Certificate II in Customer Engagement

BSB20215



## THE PERFECT START TO A SERVICE CENTRE OR CONTACT CENTRE CAREER

When you enrol in the Certificate II in Customer Engagement, you will learn how to thrive in a customer contact or service centre environment. Learn the skills to manage your time and work priorities, and how to establish strong working relationships. You will gain an understanding of call centre and service centre systems and culture, and be able to apply for job opportunities in contact and service centres.

## OPEN A RANGE OF CAREER OPPORTUNITIES IN A GROWING SECTOR

The Certificate II in Customer Engagement is the ideal way to prepare yourself for work in a customer contact environment. As our Student Advisers have past experience in this very same role, they are in the perfect position to offer you the support you need for a successful qualification outcome. This qualification suits those interested in pursuing one of the many career opportunities in call centres and service centres.

Other electives are possible if you have specific needs. 1 - 3 elective subjects are required

### Subject Choices

- Customer Engagement
- Understand Customer Engagement Roles
- Workplace Communication
- Starting a New Job in Business (E)
- Keyboarding and Business Technology (E)
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- Workplace Safety (E)
- Participate in Sustainability (E)
- Workplace Mail and Documents (E)
- Business Technology and Records (E)
- Word Processing - An Introduction (E)
- Spreadsheets - An Introduction (E)

## Key Course Facts



Start and study anytime



24/7 access to courses



Dedicated student adviser

For more details and current fees please visit our [Certificate II in Customer Engagement](#) page.