

# Certificate II in Customer Engagement

BSB20215



THE PERFECT START TO A CONTACT CENTRE OR CALL CENTRE CAREER

When you enrol in the Certificate II in Customer Engagement, you will learn how to thrive in a call 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 systems and culture, and be able to apply for job opportunities in contact centres.

## Prepare For Success

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.

## Subject Choices 2 elective subjects are required

- Start in a Call Centre Role
- Customer Engagement
- Prioritising Work Tasks
- Contribute to Safety in Contact Centres (E)
- Workplace Mail and Documents (E)
- Outlook - Email Communication (E)
- Participate in Sustainability (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.