



Certificate II in Customer Engagement

BSB20215



THE PERFECT START TO A SERVICE
CENTRE OR CONTACT CENTRE
CAREER

About This Course

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.

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.

Subject Choices

1 - 3 elective subjects are required

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

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 8 months

Group Training:
Workshops available

Course Fees: \$2,500 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
	\$350	\$2,500		\$2,500		\$2,500	

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$350							

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$350		\$2,500		\$2,500		\$2,500	

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$880	\$120						
\$1,050							

* NSW fees depend on previous qualification levels

** Subject to eligibility and availability at the time of enrolment



Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment

Subject Descriptions

Core Subjects:

Customer Engagement

Customer engagement is a key function in many job roles. This subject covers customer service delivery, with emphasis on telephone communication skills and etiquette. The practical activities in the course provide an opportunity to develop key customer communication techniques.

Unit(s):

BSBCUE203 - Conduct customer engagement

BSBCUS201 - Deliver a service to customers

Understand Customer Engagement Roles

This subject covers the professional responsibilities and standards that apply to customer contact roles you would find in a contact or service centre. It explores the types of contact and service centres and explains the use of metrics and KPIs used to measure the effectiveness of customer contact. It also provides an overview of the types of technologies in use.

Unit(s):

BSBCUE205 - Prepare for work in a customer engagement environment

Workplace Communication

Communication is a key work skill. This subject covers the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence. The use of digital communication technologies like email and texting is also covered.

Unit(s):

BSBCMM201 - Communicate in the workplace

BSBITU213 - Use digital technologies to communicate remotely

BSBADM302 - Produce texts from notes

Elective Subjects: 1 - 3 elective subjects are required

Starting a New Job in Business

This subject addresses the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team. A number of practical workplace activities are undertaken and used as assessment evidence to ensure the new employee gets started in the right way.

Unit(s):

BSBWOR201 - Manage personal stress in the workplace

BSBWOR202 - Organise and complete daily work activities

BSBWOR203 - Work effectively with others

BSBIND201 - Work effectively in a business environment

Keyboarding and Business Technology

Keyboarding and Business Technology focuses on developing touch typing skills, and also using keyboard functions and short cuts. Important proofreading tips as well as safe computer work practices are addressed. Students are allowed to practice online with this subject so that they can achieve 30 words per minute at an accuracy of 98%.

Unit(s):

BSBITU307 - Develop keyboarding speed and accuracy

Workplace Safety

This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):

BSBWHS201 - Contribute to health and safety of self and others

Participate in Sustainability

Environmental sustainability is everyone's responsibility. This subject explains what sustainable practices are and how you can follow them in your workplace. Content includes recycling programs and ways to monitor usage of business resources so you can identify money saving practices.

Unit(s):

BSBSUS201 - Participate in environmentally sustainable work practices

Workplace Mail and Documents

This subject covers the handling and receipt of incoming and outgoing mail in accordance with Australia Post Guidelines. Topics also address other delivery systems such as couriers and DX mail. A key focus is to learn how to find the most cost effective delivery option that meets your required time frame for delivery.

Unit(s):

BSBINM202 - Handle mail

BSBINM303 - Handle receipt and despatch of information

Business Technology and Records

All workplaces have business records and key office technology. This subject looks at the range of filing and records systems as well as the types of uses for office computers and software. Content includes file classification systems; ways to ensure data input accuracy; and the range of business filing systems used.

Unit(s):

BSBWOR204 - Use business technology

Word Processing - Getting Started

In this introduction to word processing you will learn and develop skills that will allow you to create documents, and have the confidence to move and add text and using good formatting techniques. Practical activities require you to use Office Word to prepare required documents using specific word processing features.

Unit(s):

BSBITU211 - Produce digital text documents

Spreadsheets - An Introduction

In this introductory subject, learn the fundamentals of working with excel, working with tables and formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create graphs or charts. You will be amazed at the potential excel offers you to improve work processes and manage data.

Unit(s):

BSBITU212 - Create and use spreadsheets

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily.

We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!

For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have.

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
