

# Certificate III in Customer Engagement

BSB30215



## DELIVER REWARDING CUSTOMER SERVICE THROUGH QUALITY CUSTOMER ENGAGEMENT

Certificate III in Customer Engagement addresses the skills needed in customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer service experience, and the ability to manage priorities and workplace challenges. You will gain a solid understanding of service centre and call centre systems and culture, and have a range of electives to choose from.

### Customised Customer Engagement

The Certificate III in Customer Engagement will not only provide your employees with an enjoyable and informative learning experience but also a high level of professionalism and the ability to deliver a high quality service. Your employees will learn all about how to work effectively in this fast paced industry and the range of electives will allow you to meet the specific needs of your contact centre.

### Subject Choices 2 - 3 Electives are required (depending on subjects chosen)

- Work Roles and Priorities
- Work Effectively in Customer Engagement
- Critical Service Skills
- Understand Your Product Range
- Workplace Safety (E)
- Essential Selling Skills (E)
- Business Writing Basics (E)
- Build Client Relationships (E)
- Leadership - An Introduction (E)
- Outbound Customer Contact (E)
- Meetings and Business Travel (E)
- More electives available

### 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 III in Customer Engagement](#) page.