

Certificate IV in Customer Engagement

BSB40315



TAKE CUSTOMER ENGAGEMENT TO THE NEXT LEVEL OR BECOME A CONTACT CENTRE TEAM LEADER

Certificate IV in Customer Engagement builds on your existing call centre experience and develops higher level customer engagement and workplace coaching skills specifically for a contact centre. Learn key skills in leadership, process improvement, operational planning or sales planning, from a wide elective choice that allows you to tailor the course to your needs.

Developing Customer Service

Learn from the experience of our permanent staff of knowledgeable and experienced call centre professionals. The Certificate IV in Customer Engagement addresses the key skills so that your employees have what it takes to step up in your business. Use the flexibility of course electives to tailor the program to your specific business goals, whether that be to train team leaders, or to develop the sales skills.

Subject Choices 1 - 2 Electives are required (depending on subjects chosen)

- Co-ordinate Customer Service Delivery
- Keeping Your Work Team Safe
- Team Coaching
- Leadership Skills
- Prioritising to Achieve Team Goals
- Work Effectively in Customer Engagement (E)
- Build Client Relationships (E)
- Team Effectiveness (E)
- Quality Planning (E)
- Meetings and Business Travel (E)
- Sales Planning (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 IV in Customer Engagement](#) page.