

Diploma of Customer Engagement

BSB50315

TAKE CONTROL OF YOUR CUSTOMER CONTACT CENTRE MANAGEMENT CAREER

The Diploma of Customer Engagement focusses on the practical application of realistic call centre operational and management skills in a competitive marketplace. You will build upon your past call centre experience and learn the skills required for effective call centre operations: quality planning, ensuring staff development, sales planning, and integrating proactive customer engagement.

Customised Customer Engagement

The Australian College's Customer Engagement Diploma program uses course materials written and tested by our own contact centre industry experts, drawing upon their years of management experience within call centres. Skills development is focused on your practical application of these operational skills. Elective options allow you to tailor the Diploma to meet your specific needs.

Subject Choices 1 - 3 electives are required (depending on subjects chosen)

- Quality Planning Strategies
- Develop a Learning Culture
- Sales Planning
- Integrating Customer Engagement
- Effective Team Management (E)
- Prioritising Strategies (E)
- Risk Management Strategies (E)
- Safety Management Systems (E)
- Manage Recruitment (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 [Diploma of Customer Engagement](#) page.