

CUSTOMER ENGAGEMENT



BSB40315 CERTIFICATE IV IN CUSTOMER ENGAGEMENT

COURSE DESCRIPTION

This qualification reflects the role of individuals with excellent communication and interpersonal skills who undertake complex customer interactions, often as a team leader and with significant authority to delegate.

Duties at this level are varied and may include responding to complex customer requests handling complaints, coaching staff and completing related administrative tasks



YOUR COURSE

- Workshop Sessions
- Workplace Assessments
- 18 Month Program*

*Durations may vary dependent on learner's needs

SKILLS GAINED

- Customer service strategies
- Leadership in the workplace
- Work in teams
- Address customer needs

YOUR ASSESSMENT

- Workshop based learning
- Direct observation
- Practical assessments

ENTRY REQUIREMENTS

- Suitable language, literacy & numeracy skills for a Certificate IV Level.
- Learner must have a demonstrated interest in the course.

- *Students may be eligible for subsidised training through the ACT Skilled Capital Program. Skilled Capital is an ACT Government training initiative, funded by the ACT and Australian Governments