



**Australian Government**

# **BSB20215 Certificate II in Customer Engagement**

**Release 1**

## BSB20215 Certificate II in Customer Engagement

### Modification History

Release	Comments
Release 1	This qualification first released with BSB Business Services Training Package Version 1.0.

### Qualification Description

This qualification reflects the role of individuals who typically work with multiple communication channels, capture data and provide customer service. Typically, individuals in this role work under direct supervision, with limited authority to delegate.

### Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

### Entry Requirements

Nil

## Packaging Rules

**Total number of units = 9**

**3 core units** plus

**6 elective units**, of which:

- 3 units must be from the elective units below
- the remaining 3 units may be from the elective units below, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core Units

BSBCUE203 Conduct customer engagement

BSBCUE205 Prepare for work in a customer engagement environment

BSBMM201 Communicate in the workplace

### Elective Units

BSBCUE301 Use multiple information systems

BSBCUE305 Process credit applications

BSBCUE308 Conduct outbound customer engagement

BSBCUE309 Develop product and service knowledge for customer engagement operation

BSBMM301 Process customer complaints

BSBCUS201 Deliver a service to customers

BSBITU101 Operate a personal computer

BSBITU203 Communicate electronically

BSBLED301 Undertake e-learning

BSBWHS201 Contribute to health and safety of self and others

BSBWOR201 Manage personal stress in the workplace

BSBWOR203 Work effectively with others

ICTICT103 Use, communicate and search securely on the internet

ICTICT203 Operate application software packages

## Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSB20215 Certificate II in Customer Engagement	BSB20211 Certificate II in Customer Contact	Updated to meet Standards for Training Packages	Equivalent qualification

## Links

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) - [http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes)