BSB30215 Certificate III in Customer Engagement

Release 3
BSB30215 Certificate III in Customer Engagement

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 3</td>
<td>This qualification first released with BSB Business Services Training Package Version 3.0. Version created to update codes and titles in unit list.</td>
</tr>
<tr>
<td>Release 2</td>
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</tr>
<tr>
<td>Release 1</td>
<td>This qualification first released with BSB Business Services Training Package Version 1.0.</td>
</tr>
</tbody>
</table>

Qualification Description

This qualification reflects the role of individuals working in a range of complex customer service roles.

Duties at this level would include working with multiple communication channels, providing excellent customer service, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

Individuals would work under supervision, but may have some 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 = 12**

4 core units plus

8 elective units, of which:

- 2 units must be from Group A elective units below
- 6 units may be from Group A or Group B elective units, 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**

BSBCUE301 Use multiple information systems
BSBCUE307 Work effectively in customer engagement
BSBCUE309 Develop product and service knowledge for customer engagement operation
BSBCUS301 Deliver and monitor a service to customers

**Elective Units**

**Group A**

BSBCUE203 Conduct customer engagement
BSBCUE204 Collect data
BSBCUE302 Deploy customer service field staff
BSBCUE303 Conduct a telemarketing campaign
BSBCUE304 Provide sales solutions to customers
BSBCUE305 Process credit applications
BSBCUE306 Process complex accounts
BSBCUE308 Conduct outbound customer engagement
BSBCUE403 Schedule customer engagement activity
BSBCM301 Process customer complaints
BSBITU213 Use digital technologies to communicate remotely
BSBITU307 Develop keyboarding speed and accuracy
BSBLED301 Undertake e-learning
BSBWOR203 Work effectively with others
BSBWOR301 Organise personal work priorities and development
Group B

BSBMGT401 Show leadership in the workplace
BSBMGT402 Implement operational plan
BSBMGT405 Provide personal leadership
BSBSLS407 Identify and plan sales prospects
BSBSLS408 Present, secure and support sales solutions
BSBSUS401 Implement and monitor environmentally sustainable work practices
BSBWHS201 Contribute to health and safety of self and others
BSBWHS302 Apply knowledge of WHS legislation in the workplace
BSBWOR201 Manage personal stress in the workplace
FNSSAM301 Identify opportunities for cross-selling products and services
ICTICT209 Interact with ICT clients
ICTSAS204 Record client support requirements
ICTSAS305 Provide ICT advice to clients

Qualification Mapping Information

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<th>Comments</th>
<th>Equivalence status</th>
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<td>Release 2</td>
<td></td>
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</table>

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10