



CERTIFICATE II IN CUSTOMER ENGAGEMENT BSB20215

- Develop key teamwork and communication skills needed for providing excellent customer service
- Learn how to effectively build your product and service knowledge in order to provide relevant information to customers.
- Explore technology and information systems, record keeping and effective electronic communication skills.

CRICOS code: 086801M

Campus

Brisbane, Sydney, Melbourne

Program Length

Maximum 34 weeks* (20 hours/week)

Includes 6 hours/week online study +

14 hours/week in class study

**24 weeks study + up to 10 weeks scheduled breaks.*

Length of the program may vary from 30 to 34 weeks depending on the start date.

2019 Start Dates

Jan 7, Feb 18, Apr 23, Jun 3, Aug 5,

Sep 16, Nov 18

SCHEDULED BREAKS

Apr 1 – Apr 19

Jul 15 - Aug 2

Oct 28 - Nov 15

Dec 23 – Jan 3

2019 Fees

Registration fee:	\$230
Material fees:	\$280
Tuition:	\$5,800

RPL & Credit Transfer must be applied for upon enrolment. If applicable, the following fees may apply during your program:

Late submission fee: \$50

** All fees in Australian Dollars, payment by installment is available on request and approval.*

Entry Requirement

- An equivalent of Australia's Year 10 school certificate. A prior working knowledge of a business environment would be useful.
- International students must meet a minimum language requirement of IELTS 4.0 with a minimum band score of 4.0. TOEIC 500 with a minimum reading score of 200. Direct entry is available through ILSC Beginner 4 and above.
- Students must be at least 18 at the commencement of studies.
- Minimum entry requirements

Program Description

The Certificate II in Customer Engagement will prepare you for success in workplaces that are driven by customer relationships. Students will learn effective communication skills, how to manage conflict and handle customer complaints, how to work in a team, and how to build product and service knowledge in order to provide relevant information to customers. Students will also learn about key technologies used for customer engagement, such as contact management systems, and online communication softwares like email, chat software and more.

Successful graduates will be able to interact with customers, work with multiple communication channels, capture data and organise information, and receive and respond to customer requests.

Study Schedule/Delivery Mode

In all of our programs, you will build a timetable which combines 6 hours per week of online study and 14 hours per week of in-class study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with foundation skills and PASS classes.

Weekday Schedule – Sample*

HOURS	MONDAY	TUESDAY
1:15 PM-3:15 PM	Foundation Skills	PASS
3:30 PM-5:30 PM	PASS	Foundation Skills
6:00 PM-9:00 PM	Lecture	Lecture

** Schedules may vary.*

Certificate II in Customer Engagement units

COURSE NAME	DESCRIPTION
CONDUCT CUSTOMER ENGAGEMENT (BSBCUE203)	This unit describes the performance outcomes, skills and knowledge required to respond effectively to customer engagement. Competence in this unit requires responding to a wide range of customer enquiries and contacts over a variety of communication methods. Compliance with organisational, legislative and regulatory requirements is required, as is the ability to respond in a manner that meets both customer and business needs
PREPARE FOR WORK IN A CUSTOMER ENGAGEMENT ENVIRONMENT (BSBCUE205)	This unit describes the performance outcomes, skills and knowledge required to participate in customer engagement operations. Competence in this unit requires understanding of customer engagement operations and requirements.
MANAGE PERSONAL STRESS IN THE WORKPLACE (BSBWOR201)	This unit describes how to understand the signs and sources of stress within the broader framework for the job role and work environment. It includes developing personal awareness of stress and stress management techniques, managing time and recovering from a stressful contact as well as maintaining personal stamina and resilience and work/life balance.
DEVELOP PRODUCT AND SERVICE KNOWLEDGE FOR CUSTOMER ENGAGEMENT OPERATION (BSBCUE309)	This unit describes the performance outcomes, skills and knowledge required to develop knowledge of products and services in preparation for customer engagement in an inbound or outbound customer engagement activity. Knowledge of products and services may be used for customer liaison, presenting information or for the sales process.
COMMUNICATE IN THE WORKPLACE (BSBCMM201)	This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.
PROCESS CUSTOMER COMPLAINTS (BSBCMM301)	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. Operators may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.
DELIVER A SERVICE TO CUSTOMERS (BSBCUS301)	This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.
CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS (BSBWHS201)	This unit describes the skills and knowledge to work in a manner that is healthy and safe in relation to self and others. It covers following work health and safety (WHS) requirements including emergency procedures, manual handling and using personal protective equipment.
WORK EFFECTIVELY WITH OTHERS (BSBWOR203)	This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.

ILSC Training Facilities and Resources

ILSC campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended you bring your own laptop (device) to enhance your campus experience. All course resources are available to students via their personal login to the Learning Management System (Moodle). Students can track their progress and academic success.

Assessments

All units studied in this qualification will be assessed in at least 3 different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.

Course Completion

Students obtaining a 'Competent' result for all units studied will be issued a 'Qualification' – Certificate II in Customer Engagement BSB20215 issued by ILSC Business College. Should a student not complete the full qualification, a Statement of Attainment will be issued for the units which the student is deemed 'Competent'.

Recognition of Prior Learning and Credit Transfer

RPL and Credit Transfer can be applied for at the time of enrolment or during the orientation. Please refer to ILSC Business College website or VET Student Handbook for more information.

What is Nationally Recognised Training

All ILSC Business College programs are Nationally Recognised Training. The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

ILSC Brisbane Pty Ltd partners with local and global agents to engage with prospective students.