



BSB40315 CERTIFICATE IV IN CUSTOMER ENGAGEMENT



RTO: XXXXX

CRICOS: XXXXXXXX

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We empower students to
achieve academic
excellence.



A.C.O.A.E.

Australasian College of Advanced Education

CERTIFICATE IV IN CUSTOMER ENGAGEMENT BSB40315

IS THIS COURSE FOR YOU?

The Certificate IV in Customer Engagement is suitable for individuals seeking to work on the organisational frontline, specifically in team-based environments. In addition to fostering the practical leadership strategies required for team leaders to excel, this qualification brings particular focus to the evaluation of information from multiple sources, as well as the application of effective solutions to customer service queries.

KEY FEATURES IN THIS COURSE

- Communicate verbally with others in negotiation, training and questioning
- Convey work place procedures and work instructions to team members
- Demonstrate individual responsibility for completing tasks
- Complete individual tasks to support team goals
- Resolve issues and conflicts with team members.
- Use manuals and other documentation to overcome problems with information technology or other office equipment
- Suggest improvements to support the development of improved work practices and team effectiveness

Contribute to planning processes with team members to meet expected outcomes

Develop a comprehensive knowledge and understanding of products and services.

EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

Contact Centre Team Leader
Quality Assurance Coordinator
Customer Contact Coach
Complex Enquiry Customer
Contact Operator

DOMESTIC STUDENT COURSE COSTS

\$5,840

PAYMENT OPTIONS

There are payment options to suit your budget and lifestyle.

START DATE

15.10.2018

COURSE DURATION

Full time - 26 weeks
4 Terms
Term Breaks not included

ENTRY REQUIREMENTS FOR DOMESTIC STUDENTS

While there is no formal academic entry requirement for this course, for the student visa purposes you may be required to show successful completion of an academic qualification of Year 10, 11, or 12.

You must be over the age of 18 to apply for this course.



FOR MORE INFORMATION

Email: admissions@acoae
Phone: 02 xxxx xxxx
www.acoae.com



TERMS - UNITS

TERM 1

BSBCUS401: Communicate implementation of customer service strategies.

BSBLED401: Develop teams and individuals

BSBWHS401: Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

BSBUS401: Implement and monitor environmentally sustainable work practices.

TERM DATES: 15.10.2018 - 21.12.2017

TERM BREAK 22.12.2018 - 21.01.2019

TERM 2

BSBCUE403: Schedule customer engagement activity.

BSBCUS402: Address customer needs.

BSBCUS403: Implement customer service standards.

TERM DATES 28.01.2019 - 07.04.2019

TERM BREAK 08.04.2019 - 20.04.2019

TERM 3

BSBMGT401: Show leadership in the workplace.

BSBWOR403: Manage stress in the workplace

BSBLED501: Develop a work place learning environment.

TERM DATES 24.04.2019 - 28.06.2019

TERM BREAK 29.06.2019 - 1.07.2019

TERM 4

BSBLDR402: Lead effective workplace relationships

BSBINN301: Promote innovation in a team environment.

BSBINM401: Implement workplace information system.

TERM DATES 15.07.2019 - 20.09.2019

TERM END 20.09.2019

RTO xxxxxxxx
CRICOS xxxxxxxx