



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.

### **ENTRY REQUIREMENTS**

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20215 Certificate II in Customer engagement or other relevant qualification
- OR
- With vocational experience assisting in a range of support roles without a formal business qualification.

### **OCCUPATIONAL NAMES**

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

- |                            |                            |
|----------------------------|----------------------------|
| - Customer service advisor | - Data Entry Operator      |
| - General Clerk            | - Payroll Officer          |
| - Typist                   | - Word processing operator |

### **EMPLOYMENT OPPORTUNITIES**

Individuals with this qualification are able to perform roles, such as:

- Guiding others in overcoming problems or challenges and resolving conflicts in the workplace
- Organising workplace information on behalf of themselves and/or others
- supervising a small team in a business environment
- communicating to team and clients and using technology
- producing written correspondence and reports
- monitoring and reporting the performance of their own work and that of others in their area.
- Contributing to planning processes and identifying priorities
- Setting team goals and training staff to meet these goals.

### **CAREER PATHWAY**

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager.

### **SKILLS RECOGNITION**

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

**TARGET TRAINING**

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



## COURSE OUTCOMES

Gain the skills required to:

Communicate verbally with others in negotiation, training and questioning

Write a range of simple documentation and communications

Complete individual tasks to support team goals

Use manuals and other documentation to overcome problems with information technology or other office equipment

Contribute to planning processes with team members to meet expected outcomes

Gather, organise and apply workplace information for the organisation's work processes and information systems

Identify development needs and seek training to fill the needs

Convey workplace procedures and work instructions to team members

Demonstrate individual responsibility for completing tasks

Resolve issues and conflicts with team members

Suggest improvements to support the development of improved work practices and team effectiveness

Develop a comprehensive knowledge and understanding of products and services

Use word processing packages, spreadsheets or databases to produce written correspondence and reports

Monitor and record the performance of own work area

### Delivery arrangements

The Certificate III and IV programs are typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 458 hours in total for Certificate III level and 435 hours for Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 18 hours of face-to-face group training sessions for Certificate III and a minimum of 30 hours of face-to-face group training sessions for Certificate IV. In this way learners can learn from each other while being guided by the experienced facilitator.

### Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

**RPL:** If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 125 hours to complete the qualification in this format, however, this is assuming that they are able to provide sufficient and current evidence.

**Group sessions (for Cert III and IV levels):** There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 10 session ideal structure for Certificate III and IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

**Flexible:** It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 350 hours regardless.

**Blended Approach:** You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



## COURSE STRUCTURE

To complete this qualification, the student is required to complete 12 Units. This comprises of 4 core unit and 8 elective units. At least 2 of the elective units must be chosen from Group A the elective list below, the remaining 6 elective units may be chosen from either Group A or Group B or any other Certificate III or Certificate IV level qualification offered by Target Training.

Elective units must be relevant to work outcome, local industry requirements and the qualification level.

## CORE UNITS

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

## ELECTIVE UNITS

<b>Group A</b>	
<b>BSBCUE203</b>	Conduct customer engagement
<b>BSBCUE204</b>	Collect data
<b>BSBCUE303</b>	Conduct a telemarketing campaign
<b>BSBCUE304</b>	Provide sales solutions to customers
<b>BSBCMM301</b>	Process customer complaints
<b>BSBITU203</b>	Communicate electronically
<b>BSBITU307</b>	Develop keyboarding speed and accuracy
<b>BSBWOR203</b>	Work effectively with others
<b>BSBWOR301</b>	Organise personal work priorities and development
<b>Group B</b>	
<b>BSBMGT401</b>	Show leadership in the workplace
<b>BSBMGT402</b>	Implement operational plan
<b>BSBMGT405</b>	Provide personal leadership
<b>BSBSLS407</b>	Identify and plan sales prospects
<b>BSBSLS408</b>	Present, secure and support sales solutions
<b>BSBSUS301</b>	Implement and monitor environmentally sustainable work practices
<b>BSBWHS201</b>	Contribute to health and safety of self and others
<b>BSBWHS302</b>	Apply knowledge of WHS legislation in the workplace
<b>BSBWOR201</b>	Manage personal stress in the workplace

## Learning Outcomes:

### Core Unit:

#### **BSBCUE301 Use multiple information systems**

1. Access a range of information systems
2. Process customer information using multiple information systems
3. Identify and rectify information systems and processing errors

#### **BSBCUE307 – Work effectively in customer engagement**

1. Identify requirements of customer engagement role
2. Manage personal performance
3. Maintain a professional approach to employment
4. Participate in a workplace team



TARGET TRAINING

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)

**BSBCUE309      Develop product and service knowledge for customer engagement operation**

1. Acquire knowledge of products and services in a specified area
2. Evaluate full range of products and services in a designated area of business
3. Convert product and service knowledge into benefits

**BSBCUS301      Deliver and monitor a service to customers**

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

**Elective Units – GROUP A:**

**BSBCUE203      Conduct customer engagement**

1. Prepare for customer engagement
2. Provide quality service in response to customer queries
3. Arrange provision of product or service
4. Respond to customer enquiries

**BSBCUE204      Collect data**

1. Prepare for data collection
2. Conduct data collection
3. Record results

**BSBCUE303      Conduct a telemarketing campaign**

1. Prepare for telemarketing campaign
2. Conduct planned telemarketing activity
3. Manage negative customer responses
4. Complete sales
5. Record campaign results

**BSBCUE304      Provide sales solutions to customers**

1. Identify customer needs
2. Respond to customer needs
3. Close sales
4. Input sales records
5. Provide sales support where required

**BSBCM301      Process customer complaints**

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

**BSBITU203      Communicate electronically**

1. Implement procedures to send and receive electronic mail
2. Manage electronic mail
3. Collaborate online

**BSBITU307      Develop keyboarding speed and accuracy**

1. Use safe work practices
2. Identify and develop keyboard skills
3. Check accuracy

**BSBWOR203      Work effectively with others**

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict





### **BSBWOR301 Organise personal work priorities and development**

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

#### **Elective Units – GROUP B:**

### **BSBMGT401 Show leadership in the workplace**

1. Model high standards of management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

### **BSBMGT402 Implement operational plan**

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

### **BSBMGT405 Provide personal leadership**

1. Influence individuals and teams in a positive manner
2. Make informed decisions
3. Enhance image of the enterprise
4. Demonstrate high standards of personal and management performance

### **BSBSLS407 Identify and plan sales prospects**

1. Employ prospecting methods and qualify prospects
2. Manage prospect information
3. Establish individualised sales plan
4. Complete sales paperwork and reports
5. Organise workload effectively

### **BSBSLS408 Present, secure and support sales solutions**

1. Prepare for sales presentation
2. Present sales solution
3. Respond to buyer signals
4. Negotiate and finalise sale
5. Support post-sale activities

### **BSBSUS301 Implement and monitor environmentally sustainable work practices**

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

### **BSBWHS201 Contribute to health and safety of self and others**

1. Work safely
2. Implement work safety requirements
3. Participate in WHS consultative processes

### **BSBWHS302 Apply knowledge of WHS legislation in the workplace**

1. Determine the legal framework of WHS in the workplace
2. Contribute to activity that reflects WHS legislative requirements
3. Keep up-to-date with legislation and relevant publications

### **BSBWOR201 Manage personal stress in the workplace**

1. Develop personal awareness of stress
2. Develop stress management techniques
3. Manage time
4. Recover from a stressful contact
5. Maintain personal stamina and resilience

**TARGET TRAINING**

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



