



Flexible Training Solutions

BSB40315 Certificate IV in Customer Engagement

Overview:

This qualification reflects the role of individuals working in a range of complex customer service roles. Individuals at this level have excellent communication and interpersonal skills and undertake complex customer interactions, often as a team leader and with significant authority to delegate. They may also develop and coordinate teams and individuals within a customer service context.

Duties at this level are varied and may include responding to complex customer requests, handling complaints, coaching staff and completing related administrative tasks. They may be responsible for the implementation of customer service procedures.

Course delivery & structure:

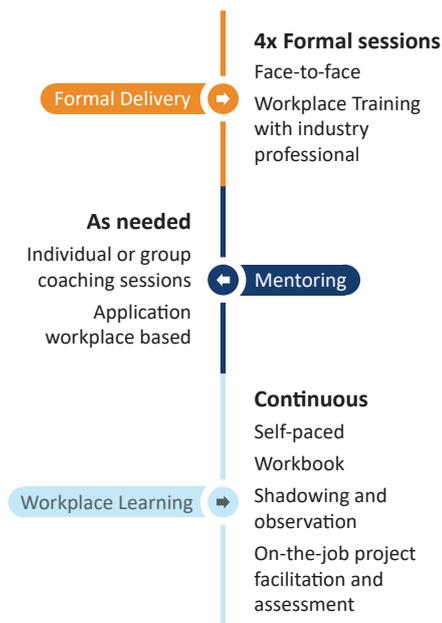
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the BSB40315 Certificate IV in Customer Engagement, students are required to complete a total of thirteen (13) units of competency, comprising of:

- 3 core units, and;
- 10 elective units, of which:
 - 4 units must be from Group A elective units over page;
 - 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher (up to Diploma) in any endorsed Training Package or accredited course.

Delivery Mode:



This nationally recognised qualification is delivered by Flexible Training Solutions RTO ID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

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Duration:

This program is typically delivered over 12-24 months.



Projects:

We believe to get the most out of a program, training should be applicable to a trainees job role. Projects directly impact and relate to your business.



Workplace mentors:

a workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



For more information or to get started visit www.flexibletrainingsolutions.com.au

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Core Units

BSBCUS401	Coordinate implementation of customer service strategies
BSBLED401	Develop teams and individuals
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

Group A

BSBCUE403	Schedule customer engagement activity
BSBCUE404	Collect, analyse and record information
BSBCUE405	Survey stakeholders to gather and record information
BSBCUE406	Run a multicentre
BSBCUE407	Administer customer engagement technology
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBMGT401	Show leadership in the workplace
BSBMKG419	Analyse consumer behaviour
BSBWOR403	Manage stress in the workplace

Group B

BSBCOM401	Organise and monitor the operation of compliance management system
BSBCOM402	Implement processes for the management of a breach in compliance requirements
BSBCOM403	Provide education and training on compliance requirements and systems
BSBCOM404	Promote and liaise on compliance requirements, systems and related issues
BSBHRM405	Support the recruitment, selection and induction of staff
BSBINM401	Implement workplace information system
BSBINN301	Promote innovation in a team environment
BSBLDR402	Lead effective workplace relationships
BSBLED501	Develop a workplace learning environment
BSBMGT402	Implement operational plan
BSBMGT403	Implement continuous improvement
BSBMGT405	Provide personal leadership
BSBPMG411	Apply project quality management techniques
BSBPMG415	Apply project risk management techniques
BSBPMG522	Undertake project work
BSBRES411	Analyse and present research information
BSBSLS501	Develop a sales plan
BSBSLS502	Lead and manage a sales team
BSBSUS401	Implement and monitor environmentally sustainable work practices
CHCINM001	Meet statutory and organisation information requirements
ICTSAS305	Provide ICT advice to clients

For more information contact us directly

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 www.flexibletrainingsolutions.com.au



NATIONALLY RECOGNISED
TRAINING

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