



# BSB20215 CERTIFICATE II IN CUSTOMER ENGAGEMENT

- 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 COURSE 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.

## Schedule

Weekday: Brisbane, Sydney, Melbourne

Weekend: Brisbane, Sydney, Melbourne

## 2021 Start Dates

Jan 25, Mar 8, May 10, Jun 21

Additional start dates available under new program format.

### SCHEDULED BREAKS

Jan 4 - Jan 22

Apr 19 - May 7

Aug 2 - Aug 20

Nov 15 - Dec 3

Dec 27 - Dec 31

## 2021 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:

Moodle re-opening 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.

## Program Description

The course BSB20215 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 14 hours a week of face to face in class study and 6 hours per week online 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 Assessment Essentials and PASS classes. You must attend both lectures, as each lecture covers different content. PASS classes are Practical Assessment Support Sessions. In PASS classes, you will meet with your trainer to discuss any questions you may have about study or assessments. In Assessment Essentials, you'll learn essential tips and info on how to successfully complete the unit. This class guides you through the unit focusing on key topics you need to master, as well as assessment tips and common mistakes. NOTE: If you miss a class, please view the videos.

## 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

## Weekend Schedule – Sample\*

HOURS	FRIDAY	HOURS	SATURDAY
1:15 PM-3:15 PM	Foundations Skills	9:00 AM-12:00 PM	Lecture
3:30 PM - 5:30 PM	Foundations Skills	12:30 PM - 3:30 PM	Lecture
6:00 PM-9:00 PM	PASS	3:45 PM-4:45 PM	PASS

\* Schedules may vary.

## IMPORTANT: THIS QUALIFICATION IS CHANGING IN 2021

Students starting their program on June 21st will complete the current program, including 1 fast tracked unit.

From August onwards, this program will no longer be offered. Ask us for start dates and information about a new Certificate II we will be offering.

# BSB20215 Certificate II in Customer Engagement units

COURSE NAME	DESCRIPTION
<b>BSBCUE203 CONDUCT CUSTOMER ENGAGEMENT</b>	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
<b>BSBCUE205 PREPARE FOR WORK IN A CUSTOMER ENGAGEMENT ENVIRONMENT</b>	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.
<b>BSBWOR201 MANAGE PERSONAL STRESS IN THE WORKPLACE</b>	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.
<b>BSBCUE309 DEVELOP PRODUCT AND SERVICE KNOWLEDGE FOR CUSTOMER ENGAGEMENT OPERATION</b>	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.
<b>BSBCMM201 COMMUNICATE IN THE WORKPLACE</b>	This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.
<b>BSBCMM301 PROCESS CUSTOMER COMPLAINTS</b>	This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
<b>BSBCUS201 DELIVER A SERVICE TO CUSTOMERS</b>	This unit describes the 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.
<b>BSBWHS201 CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS</b>	This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.
<b>BSBWOR203 WORK EFFECTIVELY WITH OTHERS</b>	This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

## GREYSTONE COLLEGE TRAINING FACILITIES AND RESOURCES

Greystone College 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.

## BOOTCAMP

Bootcamp is a free service designed to keep you on track. Juggling a busy lifestyle with study and work can be tough; our free Bootcamp program is available to help students catch up on assessments if they fall behind.

## COURSE RESOURCES

The Online Course Resource Library provides students with informative links and information. Resources are easily searched by course unit or topic, and make your learning easier. On the Online Learning Management System (LMS), all class assessments, student work books, and extra resources that support class delivery are available for download. Test and assessment results are posted in student files. Students can use the LMS to message other students in their classes or their trainer if they have questions or want to connect.

## 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 Greystone 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 Greystone College website or VET Student Handbook for more information.

## WHAT IS NATIONALLY RECOGNISED TRAINING



All Greystone 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.

*For policies and procedures around: deterring, suspending, or canceling enrollment; refunds; complaints and appeals; tracking attendance and academic progression, please refer to our website: <https://www.greystonecollege.com.au/policies>*

*Greystone College Pty Ltd partners with local and global agents to engage with prospective students. Please see the list on our website under Policy and Procedures for details.*

# ONLINE LEARNING SUPPORT MEASURES FOR GREYSTONE COLLEGE STUDENTS



## **Why is Greystone College Australia delivering classes online?**

Due to the COVID-19 pandemic, Greystone College has had to shift its delivery of VET courses from on-campus to online. We will continue to keep students updated as Greystone College assesses government guidelines and directives.

## **How can I access my online VET courses?**

Delivery of lectures and support classes are provided using professional ZOOM webinar technology. The technology allows students and trainers to screen share content, use on screen whiteboards, use breakout rooms for group based learning activities or private conversations, manage in class polls and debates, trainer to student or student to student chat functions and much more.

## **What equipment do I need to join online?**

Greystone College students can participate in the online courses using a smartphone, laptop or tablet. They also need an internet connection to connect in.

Greystone College uses MOODLE as its Learner Management System, which all students have access to once they commence their program. Classes are delivered remotely using ZOOM as its platform.

If a student does not have the necessary equipment to join online classes, the college may be able to support the student with on-campus equipment.

Greystone College students receive a free Microsoft Office subscription, and this allows them to have access to all the MS suite of products, including Word, Excel, PowerPoint and TEAMS.

## **How should I complete assessments?**

### **How about observations and role-plays?**

Assessments are delivered using our customised Learning Management System, Moodle. Students are able to access all topic content online, and provide written responses using fillable PDF documents and templates to deliver individual and group-based assessment. If students are not able to access these documents online, PDF print-outs can be made available.

Students are also required to demonstrate knowledge of assessments through trainer observations during webinars as part of their final grade. Observations might include a group activity such as a presentation, or individual role play simulation. Grades and detailed assessment feedback are allocated to students via Moodle allowing students to manage their course progress.

## **Who can I talk to if I have a problem?**

Greystone College students have access to student support via email, phone or in-person at the campus.

[WWW.GREYSTONECOLLEGE.COM.AU](http://WWW.GREYSTONECOLLEGE.COM.AU)