Certificate II in Customer Engagement

THE PERFECT START TO A CONTACT CENTRE OR CALL CENTRE CAREER
About This Course

When you enrol in the Certificate II in Customer Engagement, you will learn how to thrive in a call centre environment. Learn the skills to manage your time and work priorities, and how to establish strong working relationships. You will gain an understanding of call centre systems and culture, and be able to apply for job opportunities in contact centres.

The Certificate II in Customer Engagement is the ideal way to prepare yourself for work in a customer contact environment. As our Student Advisers have past experience in this very same role, they are in the perfect position to offer you the support you need for a successful qualification outcome. This qualification suits those interested in pursuing one of the many career opportunities in call centres.

Subject Choices

- Start in a Call Centre Role
- Customer Engagement
- Prioritising Work Tasks
- Contribute to Safety in Contact Centres (E)
- Workplace Mail and Documents (E)
- Outlook - Email Communication (E)
- More electives available
Key Course Facts

Start Date:  
Start immediately

Duration:  
Complete within 8 months

Delivery Options:  
On-line/Correspondence

Group Training:  
Workshops available

Course Fees: $2,500  
All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

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Existing Worker Traineeship Fees for this Qualification:

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School Based Traineeship Fees for this Qualification:

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Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills
The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills
To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Computer and Internet
• Access to a Desktop Computer or Laptop
• Internet access with Internet Explorer 8+, Chrome or Firefox
• Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other
• Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

Start in a Call Centre Role
This subject covers the different types of call centres and the typical roles you would find in a call centre. It explains the use of metrics and KPIs used in the industry to measure the effectiveness of customer contact. It also provides the understanding of the features, benefits and procedures for key products to enhance customer service and meet organisational goals.

Unit(s):
BSBCUE205 - Prepare for work in a customer engagement environment
BSBCMM201 - Communicate in the workplace

Customer Engagement
Customer engagement is a key function in many job roles. This subject covers customer service delivery, with emphasis on telephone communication skills and etiquette. The practical activities in the course provide an opportunity to develop key customer communication techniques.

Unit(s):
BSBCUE203 - Conduct customer engagement
BSBCUS201 - Deliver a service to customers

Prioritising Work Tasks
The key to good work practices in any office or business is to effectively manage your time so that you achieve your goals and targets. Learn how to prioritise and plan your work day. Also learn the important skills of working effectively with other team members and managing personal stress levels.

Unit(s):
BSBWOR201 - Manage personal stress in the workplace
BSBWOR202 - Organise and complete daily work activities
BSBWOR203 - Work effectively with others

Elective Subjects: 2 elective subjects are required

Contribute to Safety in Contact Centres
This subject covers the skills and knowledge required to work in a healthy and safe manner within a contact centre. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):
BSBWH201 - Contribute to health and safety of self and others
Workplace Mail and Documents
This subject covers the handling and receipt of incoming and outgoing mail in accordance with Australia Post Guidelines. Topics also address other delivery systems such as couriers and DX mail. A key focus is to learn how to find the most cost effective delivery option that meets your required time frame for delivery.

Unit(s):
BSBINM202 - Handle mail

Outlook - Email Communication
Outlook is the most commonly used email communication program used by businesses. Throughout this subject you will learn how to use the different features and functions that Outlook has to offer, such as creating emails, contacts and tasks. Learn how to get organised by creating folders and scheduling appointments and meetings for both yourself and others.

Unit(s):
BSBITU203 - Communicate electronically

Participate in Sustainability
Environmental sustainability is everyone’s responsibility. This subject explains what sustainable practices are and how you can follow them in your workplace. Content includes recycling programs and ways to monitor usage of business resources so you can identify money saving practices.

Unit(s):
BSBSUS201 - Participate in environmentally sustainable work practices
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2,000 employers and 25,000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support
The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will be emailed a monthly progress report showing the status of all learners. We understand that it's essential to keep you up to date.