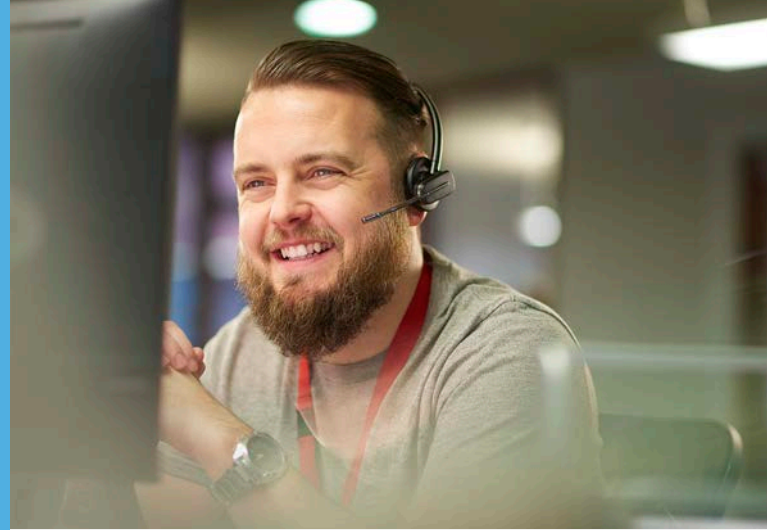


# Course Spotlight

# Customer Engagement



This qualification will provide you with the skills and knowledge to be effective in a range of complex customer service roles, including:

- Receiving and responding to customer requests
- Handling complaints
- Working with multiple communication channels
- Providing technical advice
- Capturing data working effectively in a team.

## Course Duration and Delivery

The 12 month program is delivered in shorter, more manageable terms of learning.

This allows participants to focus on specific sections of the program at one time.

These terms also provide the perfect 'check point' over the duration of the program to monitor and support your progress.

Each term, you will enjoy an innovative 360 degree learning experience.

After a program orientation session, you will engage in online group workshops and tutorials, online activities, and have access to on-demand support as required.

## Course Overview



**Innovative 360 degree learning experience**



**12 Month duration. Regular intakes throughout the year**



**BSB30120 - Certificate III in Business (Customer Engagement)**

## Job Outcomes

- Administration Officer
- Client Services Officer
- Customer Support Staff
- Call Centre Operator
- Call Centre Sales Staff

## Request a free demo

Ready to take the next step? Then book a free demo session with our team.

You will be able to see first-hand the type of learning activities and course materials you will enjoy as part of your course.

## We are here to help you

For further information or to enrol in a course, speak to your Job Coach or contact AETS.



1800 872 297



support@aets.edu.au



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The program is delivered in shorter - more manageable - terms of learning. Students get to focus on specific sections of the program at one time. These terms also provide the perfect 'check point' over the duration of the program to monitor and support participant progress.

Term 1	Term 2	Term 3	Term 4
Orientation		<b>Extension Term</b> If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.	<b>Extension Term</b> If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.
Live Workshops	Live Workshops		
Self-Learning	Self-Learning		
Workplace Learning and Activities			



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Each term, the participant enjoys an innovative 360 degree learning experience.

The term starts with an orientation and continues with online support workshops, workplace learning and on demand support if required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.\*



	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Orientation	✓									
Live Workshops	✓		✓		✓		✓		✓	
Live Tutorials		✓		✓		✓		✓		✓
Workplace Learning*		✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Learning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Trainer Visit										✓
On demand support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

\*Note, delivery options can vary, please refer to detailed timetable online for further details.\* Timing of Workplace Learning determined between AETS and student, can vary.



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