

BSB20215 Certificate II in Customer Engagement

Packaging Rules: 3 Core Units PLUS 6 Elective Units

(3 units must be from the elective units below. The remaining 3 units may be from the elective units below, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course.)

Core Unit Codes	Core Unit Title	Task Types	Available
BSBCUE203	Conduct customer engagement	Task 1 – Skills Practice: Respond to Customer Engagement Task 2 – Theory: Short Answer Questions Task 3 – Evidence Record	✓
BSBCUE205	Prepare for work in a customer engagement environment	Task 1 – Theory: Short Answer Questions Task 2 – Evidence Record	✓
BSBCMM201	Communicate in the workplace	Task 1 – Practical: Gather, Convey and Receive Information and Ideas Task 2 – Theory: True or False Task 3 – Role Play: Effective Communication Task 4 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBCUE301	Use multiple information systems	Task 1 – Theory: Short Answer Questions Task 2 – Observation: Personal Performance	✓
BSBCUE309	Develop product and service knowledge for customer engagement	Task 1 – Project: Knowing the Products or Services Task 2 – Project: Evaluating the Range of Products or Services Task 3 – Theory: Short Answer Questions Task 4 – Evidence Record	✓
BSBCMM301	Process customer complaints	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Resolving Complaints Task 3 – Evidence Record	✓
BSBCUS201	Deliver a service to customers	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Identify Customer Needs Task 3 – Practical: Delivering a Service to Customers Task 4 – Practical: Process Customer Feedback Task 5 – Observation: Role Play Task 6 – Evidence Record	✓
BSBITU101	Operate a personal computer	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Performing Computer Functions	✓

Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBITU203	Communicate electronically	Task 1 – Practical: Send, Receive and Manage Emails Task 2 – Practical: Collaborate Online Task 3 – Theory: Short Answer Questions Task 4 – Evidence Record	✓
BSBWHS201	Contribute to health and safety of self and others	Task 1 – Observation and Questioning Task 2 – Practical: Implement Workplace Safety Requirements Task 3 – Project: Participate in WHS Consultative Processes Task 4 – Theory: Follow Safety Procedures Task 5 – Evidence Record	✓
BSBWOR201	Manage personal stress in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Evidence Record	✓
BSBWOR203	Work effectively with others	Task 1 – Theory: Short Answer Questions Task 2 – Observation: Contributing to Workgroup Activities Task 3 – Theory: Deal Effectively with Issues, Problems, and Conflict	✓