

BSB30215 Certificate III in Customer Engagement

Packaging Rules: 4 Core Units PLUS 8 Elective Units

(2 units must be from Group A elective units below. 6 units may be from Group A or Group B elective units, 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
BSBCUE301	Use multiple information systems	Task 1 – Theory: Short Answer Questions Task 2 – Observation: Personal Performance	✓
BSBCUE307	Work effectively in customer engagement	Task 1 – Theory: Short Answer Questions Task 2 – Assessor Observation Task 3 – Third Party Evidence Record	✓
BSBCUE309	Develop product and service knowledge for customer engagement operation	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	✓
BSBCUS301	Deliver and monitor a service to customers	Task 1 – Theory: Short Answer Questions Task 2 – Role Play: Delivering Service to Customers Task 3 – Project: Monitoring Service Delivery Task 4 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
Group A			
BSBCUE203	Conduct customer engagement	Task 1 – Skills Practice: Respond to Customer Engagement Task 2 – Theory: Short Answer Questions Task 3 – Evidence Record	✓
BSBCUE304	Provide sales solutions to customers	Task 1 – Assessor Verification Task 2 – Evidence Record	✓
BSBCUE306	Process complex accounts	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Receive and Review a Customer Default Enquiry or Case Task 3 – Skills Practice: Negotiate Payment with Defaulting Customer Task 4 – Evidence Record	✓
BSBCMM301	Process customer complaints	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Resolving Complaints Task 3 – Evidence Record	✓

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	✓
BSBITU307	Develop keyboarding speed and accuracy	Task 1 – Practical: Produce a Word Processed Document Task 2 – Theory: Short Answer Questions Task 3 – Practical: Proofread	✓
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	✓
BSBWOR301	Organise personal work priorities and development	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Complete a Work Schedule Task 3 – Project: Coordinate Personal Skill Development and Learning Task 4 – Role Play: Request and Receive Feedback Task 5 – Evidence Record	✓
Group B			
BSBMGT401	Show leadership in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Research Organisational Values Task 3 – Practical: Leading the Team Task 4 – Evidence Record	✓
BSBMGT402	Implement operational plan	Task 1 – Project Task 2 – Role play Task 3 – Evidence Record	✓
BSBMGT405	Provide personal leadership	Task 1 – Practical: 360° Leadership Skills Survey Task 2 – Theory: Short Answer Questions Task 3 – Theory: Make Decisions Task 4 – Personal Evidence Record Task 5 – Evidence Record	✓
BSBSUS401	Implement and monitor environmentally sustainable work practices	Task 1 – Practical: Investigate Current Practices in Relation to Resource Usage Task 2 – Practical: Set Targets for Improvements Task 3 – Practical: Implement Performance Improvement Strategies Task 4 – Practical: Monitor Performance Task 5 – 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	✓

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Project: Monitor WHS Compliance Task 3 – Case Study Analysis Task 4 – Evidence Record	✓
BSBWOR201	Manage personal stress in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Evidence Record	✓
FNSSAM301	Identify opportunities for cross-selling products and services	Task 1 – Theory: Short Answer Questions Task 2 – Role Plays A, B, and C Task 3 – Evidence Record	✓