

BSB30215

**Certificate III in
Customer Engagement**



**Qualification Outline
Online**

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The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the BSB30215 Certificate III in Customer Engagement completed as a classroom based qualification.

This is your training and assessment plan.

BSB30215 Certificate III in Customer Engagement

About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

As a Registered Training Organisation:

- * We provide flexible work based solutions for employers and staff
- * Have a strong team of trainers expertise
- * Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- * Have a strong account management structure
- * Have a sound internal working management system that ensures we commit to our promise
- * Have a culture that is built entirely on customer care
- * Have a Work Placement Scheme that supports most qualifications

<p>The Need</p>	<ul style="list-style-type: none"> * Have logbooks that record your work placement activities and supports your practical learning * Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer <p>General: There is a growing need for experienced, qualified administrators and leaders across all industries. The BSB30215 Certificate III in Customer Engagement is ideal for participants seeking a professional advantage in pursuing administration or project officer roles or requiring further development in a current role. In today's market often a business is provided with an edge simply by the level of staff they employ and develop. It is critical to all businesses that their leaders have sound knowledge on how to effectively manage staff as well as the administrative components of a business.</p> <p>From an industry perspective: As the business sector is growing and becoming more competitive, the skills of the staff are critical to the effectiveness of any business. This qualification is targeting those looking to work in an office environment, those wanting to critique their current skills and those looking for a new or different career pathway.</p> <p>From potential participants' perspective: Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staffs also are looking to have these skills that form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.</p>
<p>Target Market</p>	<p>Typically students will work in the following roles:</p> <ul style="list-style-type: none"> • customer engagement agents or operators • customer services representatives • telesales representative <p>Individuals with this qualification are able to perform roles, such as:</p> <ul style="list-style-type: none"> • undertake complex customer interaction under supervision and with some authority to delegate • working with multiple communication channels, receiving and responding to customer requests, handling customer complaints, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.
<p>Entry requirements</p>	<p>Training Package: No entry requirements specified</p> <p>Wise Education Requirements: Participants must be able to fulfil the following specific requirements:</p> <ol style="list-style-type: none"> 1. Pay your student qualification fee 2. Complete an enrolment form 3. Complete a language, literacy and numeracy test as part of the enrolment form

	<p>4. The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to:</p> <p style="text-align: center;">Wise Education Group PO Box 6252 Alexandria NSW 2015</p> <p>5. You will also be provided with a copy of the Qualification Outline and Participant Handbook.</p>
<p>Outcomes</p>	<p>This program has been designed to equip participants at WISE EDUCATION GROUP (see target market) with the skills and experience required to work within an office environment. They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> • Sound knowledge of effective customer service • Work Health & Safety and environmental sustainability • Microsoft Office Products • Working with diversity • Customer complaints.
<p>Program overview</p>	<p>The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System under the grouping of Business. Participants will be allocated a 1 unit of competency at a time.</p>
<p>Delivery and Assessment</p>	<p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> • Learning Content • The quiz, which are your assessment questions combined with My Project which are both free form text assessment. • You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context <p>You will flow to each component as you complete each section</p>
<p>Duration</p>	<p>This program is a self-paced program and the only requirement is it is completed within a 12 month period.</p> <p>You will be allocated with 1 module and assessments at a time. Your Trainer/ Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p> <p>Once you have been deemed competent your Assessor will allocate the next unit for completion</p>
<p>Pre requisites</p>	<p>There are no unit level pre requisites that participants must complete to enter this program.</p>

Packaging

To complete this qualification participant must complete a total of 12 units of competency as set out by the Training Package. This is to consist of 4 core units and 8 elective units.

Units

WISE EDUCATION GROUP is able to deliver and assess the following units of competency.

Core Units	
BSBCUE301	Use multiple information systems
BSBCUE307	Work effectively in customer engagement
BSBCUE309	Develop product and service knowledge for customer engagement operation
BSBCUS301	Deliver and monitor a service to customers
Elective units	
BSBCM301	Process customer complaints
BSBWOR301	Organise personal work priorities and development
BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBCUE302	Deploy customer service field staff
BSBCUE303	Conduct a telemarketing campaign
BSBCUE304	Provide sales solutions to customers
BSBPRO301	Recommend products and services
BSBWOR201	Manage personal stress in the workplace

Delivery arrangements

The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.

You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.

Sequencing

Participants can commence with the core unit then select the most appropriate elective units for sequencing.

The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.

Work environment

Participants enrolled in this qualification will not be required to have full access to a workplace. The Trainer/Assessor will support the workplace adjustments as part of the online program.

Assessment

There are three forms of assessment:

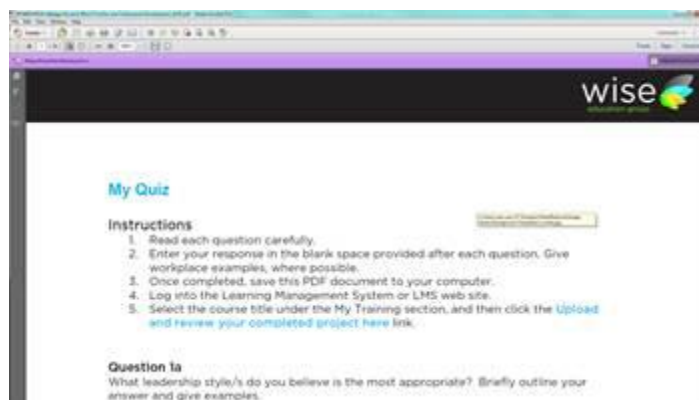
1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

For My Quiz



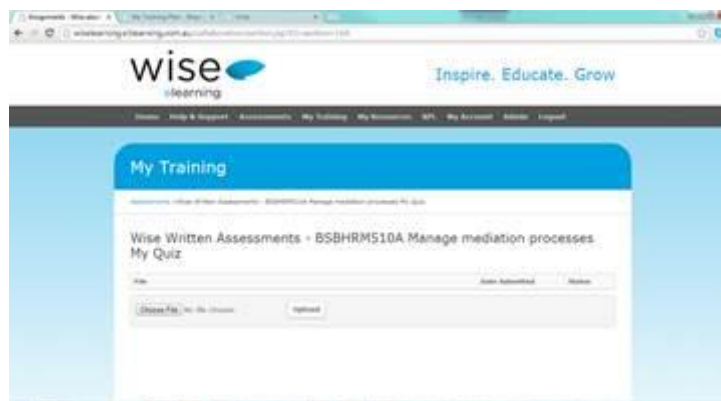
Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

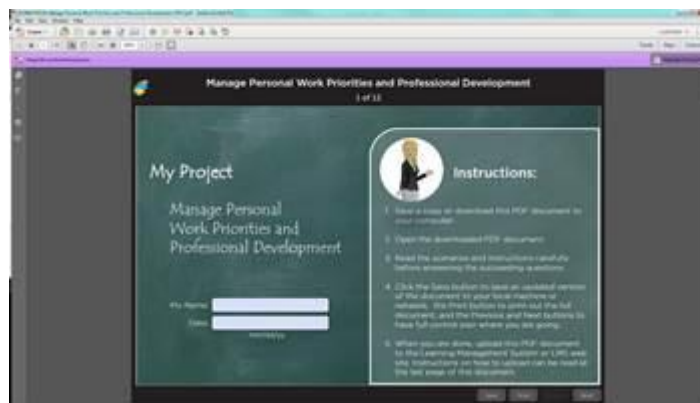
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload, return to the Training screen and select the upload option.

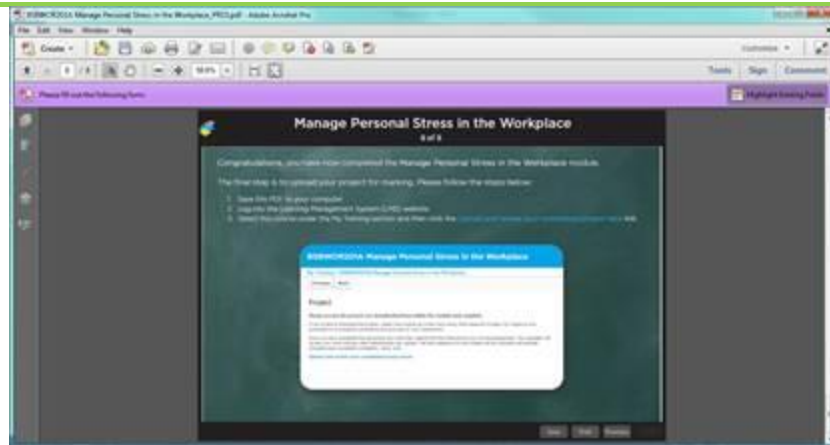


For My Project

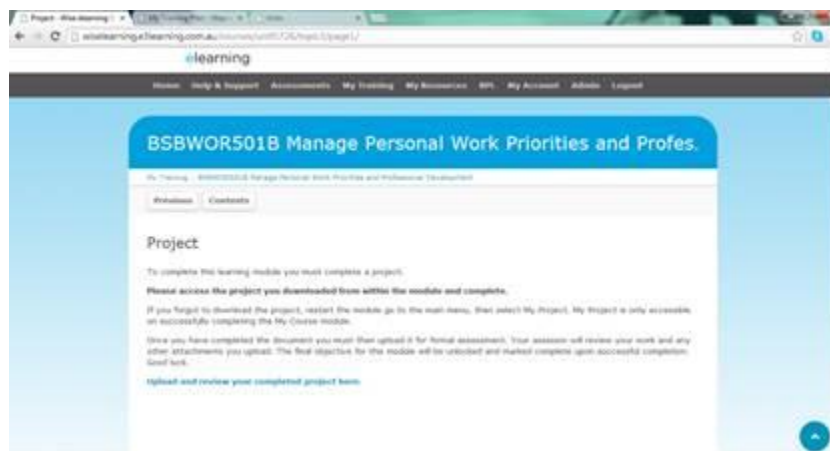


Click on the assessment document to download and save to your computer.

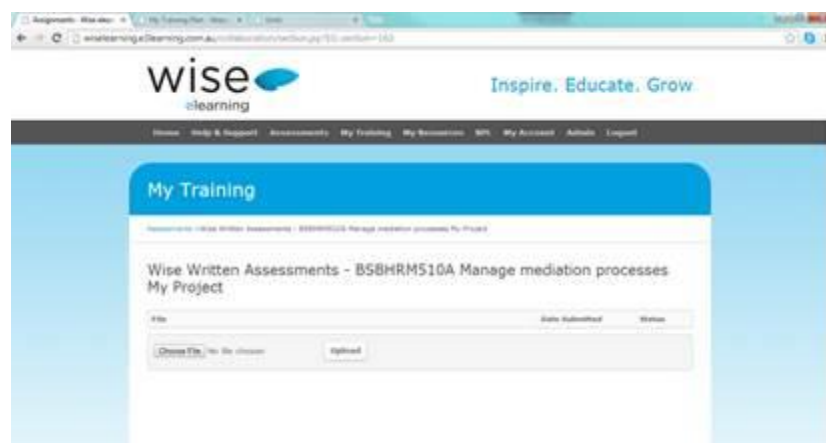
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Application Kit

	<ul style="list-style-type: none"> • RPL Evidence Guide <p>WISE EDUCATION GROUP also provides the Trainer/Assessors with a support guide to RPL.</p>
<p>Validation</p>	<p>Pre implementation</p> <p>The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment expert from Wise Education Group and these are scheduled over a 5-year period. This process is a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.</p> <p>The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template.</p> <p>Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.</p> <p>Post implementation</p> <p>After a module has been delivered and assessed Wise Education Group will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcome of this process will be documented in the Wise Education Group management system.</p> <p>Wise Education Group has a Risk Validation tool that identifies our risk areas and these areas are rated for purpose of action. The risk validation sheet also boasts a validation schedule.</p>
<p>Resources</p>	<p>To adequately support the delivery of the qualification, Wise Education Group will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.</p>
<p>Facilities and Equipment</p>	<p>Access to a computer. If you do not have access to a computer we are also able to provide your resources via distance learning. We will send to you via the post your workbooks and assessments which you can complete in print copy. You will then return your completed assessment for marking.</p>
<p>Trainer Materials</p>	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for business clients.</p> <ul style="list-style-type: none"> • Learners Guide with Facilitator notes • Assessment Kit • Assessors Marking Guide • Mapping Guide

Student Materials

The following documents have been provided which describe the delivery and assessment of the qualification. The units of competency are in single unit format

- Qualification Outline
- Online Learners Guide
- Online Assessment Kit

Trainer requirements

To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:

- Hold a TAE40110 Certificate IV in Training and Assessment
- Hold the qualification BSB30215 Certificate III in Customer Engagement (or equivalent or a level higher)
- Have worked as a Trainer/Assessor professional within the last 12 months
- Have worked in the Business Industry for a minimum with a minimum of 3 years' experience
- Hold membership or that of a related industry body (updates from the Service Skills Industry)
- Have participated in specific professional development within the last 12 months; and
- Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan
- Have undertaken training and assessment professional development within the last 12 months.

Trainer Allocation

Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

Unit Code	Unit Title	Trainer/Assessor
BSBCUE301	Use multiple information systems	Brooke Seage
BSBCUE307	Work effectively in customer engagement	Brooke Seage
BSBCUE309	Develop product and service knowledge for customer engagement operation	Brooke Seage
BSBCUS301	Deliver and monitor a service to customers	Brooke Seage
BSBCMM301	Process customer complaints	Brooke Seage
BSBWOR301	Organise personal work priorities and development	Brooke Seage
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Brooke Seage
BSBCUE302	Deploy customer service field staff	Brooke Seage
BSBCUE303	Conduct a telemarketing campaign	Brooke Seage
BSBCUE304	Provide sales solutions to customers	Brooke Seage
BSBPRO301	Recommend products and services	Brooke Seage
BSBWOR201	Manage personal stress in the workplace	Brooke Seage

Foundation skills	Foundation skills are embedded in Training Package units of competency. Foundation Skills Summaries record how the foundation skills are covered in every nationally endorsed qualification (source http://www.training.gov.au). Refer to the training package specific unit of competency to view the foundation skills summary for that unit.
Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into: BSB40315 Certificate IV in Customer Engagement
Access & Equity	Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to student's commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.
Support Services	<p>Learning Support – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p>Student Support – Wise Account Manager and Wise Trainer</p> <p>Online Communication Strategy (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p>
Participant Progress	<p>WISE EDUCATION GROUP will upkeep the progress of all students within the Learning Management System. These will then be entered into our Student Management System JobReady.</p> <p>You will receive regular emails from your Trainer at least fortnightly to check on your progress.</p>
Participant Satisfaction	Wise Education Group at the completion of your qualification will request a training and assessment survey. We require this is returned to Wise Education Group for analysis within 3 months of the completion of your qualification. If we have not received the survey within 2 months we will send another reminder to ensure we meet the 3 month cut off.
The Participant Commitment	<ul style="list-style-type: none"> ▪ Actively participate in your modules ▪ Liaise with your Trainer/ Assessor to receive adequate support ▪ Complete your modules and assessment in a timely manner

