



A smarter future

Our consultants can work with you to identify essential skills needed by your workforce and design a training solution to drive your business forward across business sectors that include:

- > Business Services
- > Competitive Systems & Practices
- > Management
- > Manufacturing
- > Printing & Graphic Arts
- > Retail Services
- > Sales & Customer Service
- > Transport & Logistics

For more information, visit Spectra Training at www.spectra-training.com or phone our friendly team on **1300 808 010** or email enquiry@spectra-training.com

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Certificate IV in Customer Engagement

BSB40315 CERTIFICATE IV IN CUSTOMER ENGAGEMENT



Course Overview

This program has been designed for employees working in a customer service environment, as a team leader, taking responsibility for the work of others. It delivers highly contextualised knowledge and skills, specific to the customers, product and environment in which the participants work and encounter.

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Customer Engagement

The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This system ensures practical application of learning in your workplace so staff enjoy training and can apply skills and knowledge.

- > Spectra Training engages with workplace mentors to ensure the training provides real benefits and improvements that help retain staff and add value to your business.
- > Our trainers are industry experienced professionals who can ensure measurable outcomes.
- > Minimal disruption to your operations as we understand day to day work pressures.
- > We engage directly with industry and implement training strategies that will respond to industry's specific needs using our in-house instructional design writers.
- > Hands on support for individuals as some staff need additional training assistance.

BSB40315 CERTIFICATE IV IN CUSTOMER ENGAGEMENT

Course Overview

This program has been designed for employees working in a customer service environment, as a team leader, taking responsibility for the work of others. It delivers highly contextualised knowledge and skills, specific to the customers, product and environment in which the participants work and encounter. It covers topics such as customer service, leadership, mentoring and coaching, continuous improvement, team development and own professional development.

Delivery and Assessment Methods

Delivery is a combination of group workshops and one-on-one sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are practised in the one-on-one coaching sessions. Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

Entry Requirements

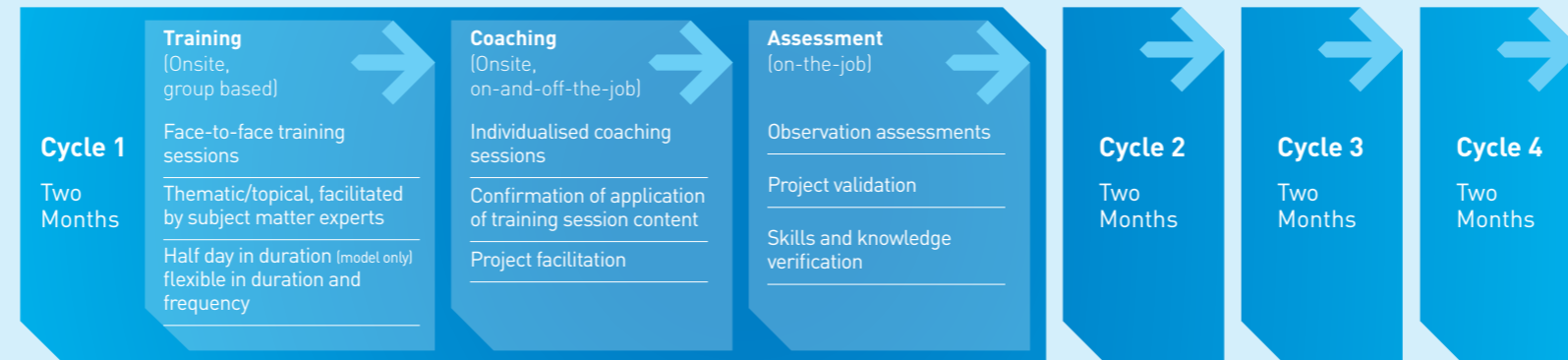
Participants must be currently employed in a team leadership role in a customer contact or service environment. Participants also require adequate levels of English language, literacy and numeracy skills.

Duration

This program is typically delivered over a 12 month period; however, this will vary according to client needs and will be negotiated during the consultation process.

Course Structure

Dynamic Training System Cycle



Proposed Training Program

Pre-Training	Induction	Topics Covered	Units
		Pre-training review, including: <ul style="list-style-type: none"> > Skills recognition application (if applicable) > Language, Literacy and Numeracy assessment 	Learner Induction Mentor Induction
		> Skills recognition application (if applicable) > Language, Literacy and Numeracy assessment	> Learner needs analysis > Program overview
Cycle No.	Title	Topics Covered	Units
Cycle 1	Leadership	> Positive role modelling > Enhancing organisational image > Decision making > Leading teams	Show leadership in the workplace (BSBMGT401)
			Provide personal leadership (BSBMGT405)
Cycle 2	Teamwork	> Developing trust and confidence > Networking and relationships > Team building > Setting team objectives > Assisting with workloads and stress	Lead effective workplace relationships (BSBLDR402)
			Lead team effectiveness (BSBLDR403)
			Manage stress in the workplace (BSBWOR403)
Cycle 3	Customer Service	> Effective questioning and communication > Responding to complaints > Customer service standards and models > Dealing with difficult customers	Address customer needs (BSBCUS402)
			Process customer complaints (BSBCMM301)
			Implement customer service standards (BSBCUS403)
			Coordinate implementation of customer service strategies (BSBCUS401)
Cycle 4	Personal Improvement	> Determining individual and team development needs > Providing workplace training solutions > Mentoring and coaching > Time management and organisation	Develop teams and individuals (BSBLE401)
			Support and mentor individuals and groups (IDFPPL3003A)
			Develop work priorities (BSBWOR404)
			Implement and monitor WHS policies, procedures and programs to meet legislative requirements (BSBWHS401)



Pre-training Review

Prior to the commencement of training, a pre-training review will be undertaken to ascertain the participant's current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

Mentor Induction and Engagement

Spectra Training believes that it is very important to have effective workplace mentors from your business engaged in this learning. This ensures that the knowledge and skills are reinforced throughout the program and that the participant progresses through and completes the course. Workplace mentors are comprehensively inducted into the program so their roles and responsibilities are well understood.

Pathway / Careers

Successful completion of this program can lead to better performance and customer service through relationship management and the application of problem solving, ultimately improving the image and operational excellence of the organisation.

Further study can be undertaken in the Diploma of Customer Engagement (BSB50315).

Access and Equity

Spectra Training is committed to ensuring people with special needs have equal opportunity and access to its courses. Spectra Training is committed to identifying and supporting the learning needs of each individual and encourages people of all abilities to apply to undertake learning.

Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: www.spectra-training.com.

Spectra's Refund Policy is also published on the website.

Eligibility / Government Funding

Spectra Training is a national provider of workplace training (TOID 21356). For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government.

If accessing this funding students may not be eligible for further State and Commonwealth Government Funded Training.

For information on eligibility criteria, please consult the Spectra Training website.

For further information on state/territory initiatives or details of an Australian Apprenticeship Centre please visit: www.australianapprenticeships.gov.au