



Contactless Customer Service Skill Set

State ID: EAB82

About this course

Adapt to a digital or remote way of doing business

A lot has changed for businesses lately and organisations need to adapt to a digital or remote way of doing business. Advances in digital technology are changing the future of work and Australian employers are increasingly looking for workers who can present creatively, and think critically to solve problems. At North Metropolitan TAFE we have the skills and expertise to help you develop these skills and gain employment.

This skill set will give you a range contactless customer service strategies to address customer needs and problems. It includes the ability to effectively identify, select and use available methods of digital communication to establish, maintain and improve customer relationships and to support business outcomes.

This course is for job seekers and current employees who would like to adapt to changing trends in face-to-face customer service interaction including working remotely. Successful completion of this skill set gives you three of the units required to gain a Certificate IV in Business.

Gain these skills

- Build client relationships in a digital environment
- Support customers in a meaningful, human and relevant way
- Redefine the customer experience in a COVID19 era



Details

This skill set is related to the Skills Ready program. Other skill sets can be found on our [Courses](#) page, using the *Refine course results*>*Study mode* filters.

During your course of study, NMTAFE may use a variety of learning practices to ensure you get the best outcome for your learning journey.

This may include online learning, face-to-face classroom, laboratory/workshop delivery, work placement or a

combination of these, depending on which is most appropriate.

Semester 2, 2020

Perth (Northbridge) - Blended



When: **Semester 2, 2020**



How: **On campus**

Units

Core

National ID	Unit Title
BSBCUS401	Coordinate implementation of customer service strategies
BSBITU213	Use digital technologies to communicate remotely
BSBREL402	Build client relationships and business networks

Further study



[Certificate IV in Business](#)

North Metropolitan TAFE offers you a range of further study opportunities, see below for a list of related courses.

Job opportunities



[To explore job profiles](#)

This skill set may improve employment or re-employment opportunities in customer service, in the COVID19 era.

Fees and charges

Local full time students

Course fees are made up of two components, tuition fees and resource fees.

Tuition fees are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

Resource fees are charges for material that are essential to a course or unit, and are purchased by NMT to be used by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.

International Students

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

Please note, fees are subject to change.