



BSB20215 Certificate II in Customer Engagement

National ID: BSB20215 | State ID:AVQ9

This qualification reflects the role of individuals who typically work with multiple communication channels, capture data and provide customer service. Typically, individuals in this role work under direct supervision, with limited authority to delegate.

Your qualification prepares you for roles such as:

Further Study Option(s)

After completing this course you can pursue a career as a Customer Service Representative

[Apply now](#)



Course Overview



Location	Duration	Competitive	Selection criteria
Bunbury	One semester	No	No selection criteria

Please contact the college to receive an indicative price for this course.

VET Student Loans

VET Student Loans is the new program that replaces the current VET FEE HELP scheme.

Eligible students will be entitled to apply for a VET Student Loan. Comprehensive information on VET Student Loans can be found on the Australian Government website education.gov.au/vet-student-loans

International students

Fees, charges, available locations, applications, and enrolment procedures for international students are different to those applicable to local students.

International students can only study full-time.

For information on international student fees and application, please follow this link to the TAFE International WA website www.tafeinternational.wa.edu.au