

BSB30120

Certificate III in Business
(Customer Engagement)



Course Overview

This accredited course focuses on and has a specialisation in customer and client engagement aimed at the provision of core skills required for entry level roles with customer and client engagement, complaints handling and business to business relationship requirements and responsibilities.

Course Content

Students undertaking this course can expect to develop competency skills and knowledge including:

- Critical thinking skills
- Wellbeing and balancing work/life responsibilities
- Workplace inclusivity and communication skills
- Microsoft Word and Excel application functionality
- Delivering customer excellence and processing customer complaints
- Advising on products and services and supporting promotional activities

Cost

\$250.00 participant contribution

This course is Supported by the Government of South Australia. Participant Eligibility Criteria apply, visit www.skills.sa.gov.au for Participant Eligibility Criteria.

Pathways

On successful completion of assessment requirements, the learner will be issued with a Certificate In BSB30120 Certificate III in Business (Customer Engagement)

Delivery

- 6 months duration (minimum)
- Part time and full-time study options available
- Distant learning combined with onsite practical assessment components in a simulated workplace environment

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Units of Competency Code & Title

BSBCRT311	Apply critical thinking skills in a team environment	Core
BSBPEF201	Support personal wellbeing in the workplace	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBTWK301	Use inclusive work practices	Core
BSBWHS311	Assist with maintaining workplace safety	Core
BSBXCM301	Engage in workplace communication	Core
BSBTEC301	Design and produce business documents	Elective
BSBTEC302	Design and produce spreadsheets	Elective
BSBPEF301	Organise personal work priorities	Elective
BSBOPS304	Deliver and monitor a service to customers	Elective
BSBOPS305	Process customer complaints	Elective
SIRXMKT001	Support marketing and promotional activities	Elective
SIRXPK001	Advise on products and services	Elective
BSBXDB301	Respond to the service needs of customers and clients with disability	Elective

The above units of competencies have been packaged based on the recommendation of industry experts through consultation and engagement practices. 4 units of competencies have been package for the provision of Administration specialisation. Variations to elective units can be discussed with your trainer/assessor upon enrolment.

Entry Requirements/Pre-requisites

- Must complete an Upfront Assessment of Needs (UAN)
- All learners must provide their USI upon enrolment.
- All participants of the course must provide 100 points of identification with at least 1 for of photo identification

Get Involved

If you have any questions, or would like to book your placement, please contact:

(08) 8405 8500 | learning@syc.net.au | **39-41 Dequetteville Terrace, Kent Town SA 5067**

