



BSB30120

Certificate III in Business (Customer Engagement) Traineeship

This nationally recognised qualification delivers communication, critical thinking and teamwork skills as well as customer specific competencies in marketing, sales, and complaint resolution. Graduate ready for work on the help desk or better able to support your own work team.

Who is the course for?

Ideally suited for Customer Service Representative and Sales Consultant. This course provides for specialisation in customer engagement. Participants must be employed as a trainee in a suitable business before commencing this course. Location: Workplace

Course Overview

- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Quarterly face to face workplace visits (2-4 hrs)
- Dedicated trainer with 1-1 support (if required)
- Delivered over 12 months
- Assessments consists of a combination:
 - Multiple choice quizzes
 - Short answer assessments
 - Case studies
 - Observation practical assessments
 - Workplace projects



Course Outline

The BSB30120 Certificate III in Customer Engagement includes training and assessment in the following units of competence:

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
BSBWRT311	Write simple documents	Elective
BSBTEC202	Use technologies to communicate in a work environment	Elective
BSBPEF301	Organise personal work priorities	Elective
SIRXCEG005	Maintain business to business relationships	Elective
BSBOPS304	Deliver and monitor a service to customers	Elective
BSBOPS305	Process customer complaints	Elective
SIRXPDK001	Advise on products and services	Elective

Application

This course will equip you with the required skills to work in the administration area of any business, such as administrative officer, receptionist, accounts payable and/or accounts receivable officer, specialising in customer service.



Fees: please refer to itfe.edu.au

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Contact us for more information
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