

## BSB30120 Certificate III in Business (Service Specialisation)

This qualification concentrates on in-demand employable and transferrable skills including analytical thinking and innovation; critical analysis; resilience and stress management; communication, and teamwork. In addition to these skills, there is also a specialised focus on customer service and support. The units in this qualification have been intentionally designed into the 5 themes below to provide a coherent learning experience:

- Support and Development
- Business Communication
- Customer and Sales
- Technology in Business
- WHS & Sustainability

Through completing units focused on these key areas, you will develop and gain skills that can be applied to any 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
- Dedicated trainer with 1-1 support (if required)
- Group catch up sessions via zoom every 6 months
- Delivered over 12 months

### Delivery Options

- On-line classes
- F2F Classes
- Hybrid model of online and classroom
- Traineeship
- Public and Business courses available



## Course Outline

The BSB30120 Certificate III in Business includes training and assessment in the following Units of Competency:

Code	Title	
BSBPEF301	Organise personal work priorities	Group B Elective
BSBPEF201	Support personal wellbeing in the workplace	CORE
BSBTEC201	Use business software applications	Group A Elective
BSBTEC202	Use digital technologies to communicate in a work environment	Group A Elective
BSBTEC301	Design and produce business documents	Other Elective
BSBXCM301	Engage in workplace communication	CORE
BSBTWK301	Use inclusive work practices	CORE
BSBCRT311	Apply critical thinking skills in a team environment	CORE
BSBSUS211	Participate in sustainable work practices	CORE
BSBWHS311	Assist with maintaining workplace safety	CORE
BSBOPS304	Deliver and monitor a service to customers	Other Elective
BSBOPS305	Process customer complaints	Other Elective
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Other Elective

## Who is the course for?

This course is ideally suited to individuals joining entry-level roles where you will interact with customers in a support capacity. This includes advising/ recommending products and services and managing customer complaints. Employers will utilise this qualification to compliment and extend on existing in-house induction programs and to develop employees into their roles. It can also be used to increase employee engagement and alignment by providing a robust platform to understand various functions of the business.

## Accreditation

This course is nationally accredited as BSB30120 Certificate III in Business.

## Entry Requirements

iTFE accepts applications from domestic students. Training and assessment are conducted in English and all assessment tasks are completed using a computer and the internet. Please contact our Admissions Team for more information.

Fees: please refer to [itfe.edu.au](http://itfe.edu.au)



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CRICOS Code: 02737J

Contact us for more information

1300 659 557 ● [itfe.edu.au](http://itfe.edu.au)