



BSB30120 Certificate III in Business (Customer Engagement)

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
- Servicing Customers
- Customer and Sales
- WHS & Sustainability

Through completing units focused on these key areas, you will develop and gain skills that can be applied to any workplace.

Delivery Options

- Delivered over 12 months
- On-line classes
- F2F Classes
- Hybrid model of online and classroom
- Traineeship
- Public and Business courses available

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.

Fees: please refer to itfe.edu.au



Course Outline

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

Code	Title
BSBWHS311	Assist with maintaining workplace safety
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
BSBWRT311	Write simple documents
BSBXCM301	Engage in workplace communication
BSBTWK301	Use inclusive work practices
BSBPEF201	Support personal wellbeing in the workplace
BSBPEF301	Organise personal work priorities
BSBSUS211	Participate in sustainable work practices
BSBCRT311	Apply critical thinking skills in a team environment
BSBTEC202	Use digital technologies to communicate in a work environment
SIRXCEG005	Maintain business to business relationships
SIRXPDK001	Advise on products and services

Application

This course will equip you with the knowledge and skills to confidently engage with customers, identify their needs, and create positive experiences—whether you work in sales, reception, or any customer-facing role.

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 some assessment tasks are completed using a computer and the internet.

Standard applicants must complete the following to determine suitability:

- Pre-training Review (PTR)
- Literacy and numeracy Quiz and digital capability questions.

Assessment

Assessments consist of a combination:

- Short Answer Questions
- Case Studies
- Project
- Skills Observation/Demonstration

iTFE encourages First Nation Peoples and persons with a disability to apply.



NATIONALLY RECOGNISED
TRAINING

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Contact us for more information

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