

BSB30120

CERTIFICATE III in Business (Specialising in Customer Engagement)



The Certificate III in Business (Specialising in Customer Engagement) is designed for new entrant workers or those wishing to transition to a new career as a customer service representative. You will develop customer engagement and business skills to perform a range of customer interfacing, support and operational tasks under a traineeship arrangement with your employer. Upon successful completion you will be awarded a nationally accredited qualification. The Certificate III in Business (Specialising in Customer Engagement) is also recommended for existing customer service representatives seeking to validate their experience through a formal qualification.

This course is designed to give the participant an understanding of being a professional in the workplace and addresses:

- Organising work priorities
- Workplace health and safety in a business environment
- Communicating in a business environment
- Providing customer service including complaint handling
- Using inclusive and sustainable work practices
- Delivering customer experience



Duration

This course is designed to be delivered over twelve months, with online learning and assessments completed in the workplace.



Investment

\$2000

Funding may be available depending on where you live and meeting certain eligibility criteria. Refer to www.jbhunter.edu.au for more information.



Outcome

Participants who successfully complete the program will be issued with the nationally accredited qualification: **BSB30120 – Certificate III in Business (Specialising in Customer Engagement)**.

Accreditation

Professional Fundamentals

- BSBPEF301 Organise personal work priorities
- BSBPEF201 Support personal wellbeing in the workplace
- BSBTWK301 Use inclusive work practices
- BSBWHS311 Assist with maintaining workplace safety
- BSBSUS211 Participate in sustainable work practices

Business Communication

- BSBWRT311 Write simple documents
- BSBTEC302 Design and produce spreadsheets

Effective Problem Solving

- BSBXC301 Engage in workplace communication
- BSBCRT311 Apply critical thinking skills in a team environment

The Customer Experience

- BSBOPS304 Deliver and monitor a service to customers
- BSBOPS305 Process customer complaints

Promote Products and Services

- SIRXPDK001 Advise on products and services
- SIRXMKT001 Support marketing and promotional activities

Unit Selection

To obtain this qualification, students must successfully complete the 13 listed Units of Competency.

Prerequisites

There are no pre-requisites for this qualification, however students must be employed in a business environment.

Other Entry Requirements

Students will be required to undertake an initial skills assessment, comprising of a Language, Literacy and Numeracy (LLN) assessment prior to course commencement to assess their readiness for Certificate III level training.

