



BSB30120 - Certificate III in Business (Customer Engagement)

About the course

Certificate III in Business (Customer Engagement) is an ideal program for those aiming for careers as Customer Service Representatives, Contact Centre Operators, or Sales Consultants. This course equips you with skills in handling customer complaints, delivering excellent customer service, utilising various communication channels, managing time efficiently, and working effectively in a team environment. This course can be delivered as both part of a traineeship or as a non-trainee.

Who should attend?

New administrative staff or those wishing to upskill to provide administrative or operational work support.

Possible job roles could be

- Customer Service Officer
- Office administrator
- Contact Centre Operator
- Junior personal assistant
- Sales Consultants

Recognition of Prior Learning (RPL)

RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submission of evidence.

Course Fees

Fees are variable subject to eligibility for Government subsidised training. Please contact us for more information.

Assessment

Assessment is ongoing during the program and includes undertaking workplace specific activities. The assessments consist of Q&A, project, practicals, and observations. This is completed partially within the classroom with an expectation of approximately additional 3 hours per week of self-paced study.

Access and Equity

Integrity Business College encourages participants who have disabilities to apply.

Duration

The minimum duration is 11-12 months depending on current skills, knowledge and previous experience.

Possible Delivery Modes

Delivery for this course is available in multiple modes.

Our preferred and most popular deliver mode:

Virtual Classroom: 3-hour classes available either on a fortnightly basis or every 3 weeks, with a trainer and other students. Requires logging into the virtual classroom platform.

Physical Classroom: fortnightly classes held in our offices.

Traineeships: In addition to choosing one of the options mentioned above, trainees will also participate in up to four progress check-ins over a 12-month period.

*In specific cases, other tailored options may be available

Prerequisites and pathways for the qualification

There are no entry requirements for this qualification, but participants are subjected to a pre-training review to confirm suitability. Possible qualification after successful completion is Certificate IV in Business.

Requirements to receive the Certificate III in Business (Customer Engagement)

This qualification requires the demonstration of competency in a minimum of 13 units.

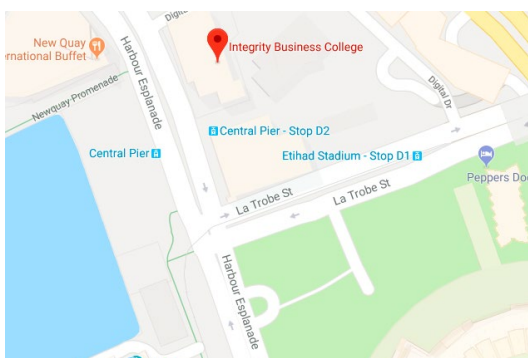
Potential Units Covered

- BSBPEF301 – Organise personal work priorities.
- BSBWRT311 – Write simple documents.
- BSBPEF201 – Support personal wellbeing in the workplace
- BSBSUS211 – Participate in sustainable work practices.
- BSBWHS311 – Assist with maintaining workplace safety.
- BSBOPS304 – Deliver and monitor a service to customers.
- BSBTKW301 – Use Inclusive work practices.
- SIRXPDK001 – Advise on products and services.
- BSBXCM301 – Engage in workplace communication.
- BSBTEC301 – Design and produce business documents.
- BSBCRT311 – Apply critical thinking skills in a team environment.
- BSBOPS305 – Process customer complaints
- SIRXCEG005 – Maintain business to business relationships.

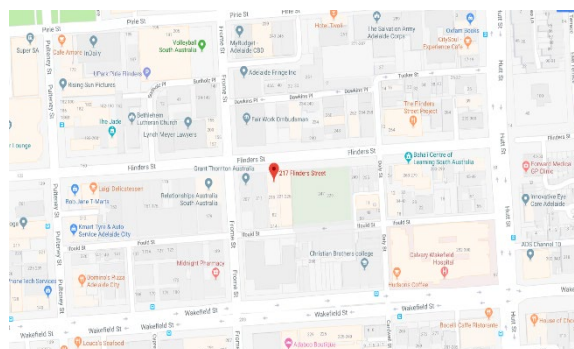
For more information, please visit our website
www.integritybusinesscollege.au

Locations

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