

# Certificate III in Business (Customer Engagement) (BSB30120)



## What's it all about?

The Certificate III in Business (Customer Engagement) is a great step for those looking to formalise their existing skills, or to develop skills within a business services role that includes the provision of advice and services to customers.

This qualification is designed to assist those who carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills connected with direct contact with customers.

## Who should do this qualification?

This qualification is ideal for those currently in an administrative role, or who are about to be, and are looking to develop their knowledge and skills within a direct customer service environment.

Possible career choices relevant to this qualification include:

- Contact Centre Operator
- Customer Service Assistant
- Administrative Assistant
- Clerical Officer

## Program Delivery

The Certificate III in Business (Customer Engagement) is predominantly offered via a class-based program.

Our rolling intake means that you can begin as soon as you're ready.

## Potential Pathways

Further training pathways from this qualification include the **BSB40120 Certificate IV in Business**.



Scan the QR to find out more information

## Why choose Time Education and Training?

Time Education & Training are an award winning training provider that is proud to be a leading provider of quality corporate and nationally accredited training, consultancy and support services. We do this by providing:

- industry expert Facilitators and Assessors
- quality materials and resources
- state of the art training facilities
- supportive learning environments
- the ability to interact with like-minded industry professionals

## What do I need before I start?

There are no entry requirements for this qualification. This qualification is ideally suited to individuals who are in an administration role, or who are about to be, and who have basic computer skills.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all clients. This process formally recognises those skills and/or qualifications that the applicant already holds. It is an evidence collection process that recognises the competency of the applicant against the skill and knowledge requirements as determined by each relevant unit. Our team can support an applicant through understanding and applying for RPL prior to commencement of the qualification should they believe they may be eligible.

## What is the Investment?

Please contact Time Education & Training for the investment details for this qualification.

## How do I enrol?

Contact our Client Relationship Managers by:

- Calling; 08 8351 9888; or
- Emailing; [hello@time.net.au](mailto:hello@time.net.au)

We will be pleased to provide clarification or additional information on request.

# Certificate III in Business (Customer Engagement) (BSB30120)



## Units of Competency

This qualification comprises of thirteen (13) units — six (6) core units and seven (7) elective units).

Code	Unit	Unit Type
Theme: Work Effectively in a Business Environment		
BSBWHS311	Assist with maintaining workplace safety	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBCRT311	Apply critical thinking skills in a team environment	Core
BSBXCM301	Engage in workplace communication	Core
BSBTWK301	Use inclusive work practices	Core
BSBPEF201	Support personal wellbeing in the workplace	Core
Theme: Technology		
BSBPEF301	Organise personal work priorities	Elective
BSBTEC202	Use digital technologies to communicate in a work environment	Elective
BSBTEC302	Design and produce spreadsheets	Elective
Theme: Customer Engagement		
BSBOPS304	Deliver and monitor a service to customers	Elective
SIRXPDK001	Advise on products and services	Elective
SIRXCEG002	Assist with customer difficulties	Elective
BSBOPS305	Process customer complaints	Elective