



BSB30120 - Certificate III in

# Business (Customer Engagement)



Alffie's BSB30120 – Certificate III in Business (Customer Engagement) will prepare participants for a range of entry-level customer support roles across a range of modern business environments.

Throughout this nationally recognised course, Alffie's friendly team will assist participants in developing skills and knowledge that will enable participants to work confidently and effectively in a customer support role. This course focuses on delivering and monitoring a service to customers, offering advice on products and services and assisting and processing customer complaints.

This course will assist participants in WFA, DES, TTW and PN in progressing towards sustainable employment by either studying full-time for 26 weeks or completing their qualification. This course has been designed to fast track the participant's personal and professional development, providing a clear pathway to employment opportunities meeting compliance requirements. This course is Services Australia approved. Code: 7P089.

## From training.gov.au

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## Course information

### Course duration

Total 950 hours

- Semester 1: 420 hours
- Semester 2: 530 hours

### Delivery mode

This course is delivered online through written and audiovisual lesson material and interactive assessment activities.

### Important note

Enrolment will be valid for up to 12 months.

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## Units of competency

### Semester 1

- BSBWHS311 – Assist with maintaining workplace safety
- BSBSUS211 – Participate in sustainable work practices
- BSBTWK301 – Use inclusive work practices
- BSBXCM301 – Engage in workplace communication
- BSBCRT311 – Apply critical thinking skills in a team environment
- BSBPEF201 – Support personal wellbeing in the workplace

### Semester 2

- SIRXPKD001 – Advise on products and services
- SIRXCEG002 – Assist with customer difficulties
- BSBOPS305 – Process customer complaints
- BSBOPS304 – Deliver and monitor a service to customers
- BSBPEF301 – Organise personal work priorities
- BSBTEC301 – Design and produce business documents
- BSBTEC302 – Design and produce spreadsheets

## Entry requirements

It is a government requirement that all participants undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). To begin this course, participants will need a USI.

For more information on USIs, go to: [www.usi.gov.au](http://www.usi.gov.au)

In addition to a USI, to begin and complete this course, participants will need:

- Regular access to a computer, tablet or smartphone (note: there may be activities in the course that need to be completed using a desktop computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer or digital device skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study online lesson material and complete all assessment requirements for each unit of competency
- PDF reader software (e.g. Adobe Acrobat) installed on a computer or the digital device being used to access the course
- The ability to communicate directly with Alffie in English
- The ability to understand and follow detailed instructions given verbally or written in English

## Outcome

To be issued with a BSB30120 – Certificate III in Business (Customer Engagement) qualification, participants will need to meet the assessment requirements for all units in the course. Examples of job roles relevant to this qualification include:

- Customer Service Officer
- Sales Consultant
- Call Centre Operator
- Information Officer
- Client Contact Officer
- Customer Service Assistant
- Customer Service Representative.



Access this course through the Alffie app

