

# BSB30120 Certificate III in Business (Customer Engagement)

The nationally recognised **BSB30120 Certificate III in Business (Customer Engagement)** will give you the tools to provide service that keeps your customer coming back time and again. Customer engagement is all about goal setting to achieve a positive customer experience.

Understanding customer needs and providing qualified advice builds customer loyalty and brand reputation. You'll learn how to use industry essential skills like organising and planning for success, delivering quality service, monitoring systems, and managing feedback and complaints, to make it easier for customers to connect with your brand.

## Learning Pathway

We have put together an awesome learning pathway to prepare you for a successful career in customer service. Together with creative and easy to use worksheets, you'll be immersed into a variety of simulated environments and navigate through activities designed to get you practising on-the-job performance and behaviour.

Units are grouped into logical batches to ensure you get the most out of the course.

<b>Semester 1</b>	<b>Develop effective personal work practices</b>		
	BSBPEF201 Support personal wellbeing in the workplace		BSBPEF301 Organise personal work priorities
	<b>Establish effective business practices</b>		
	BSBSUS211 Participate in sustainable work practices	BSBTWK301 Use inclusive work practices	BSBWHS311 Assist with maintaining workplace safety
<b>Semester 2</b>	<b>Engage with workplace teams</b>		
	BSBXCM301 Engage in workplace communication		BSBCRT311 Apply critical thinking skills in a team environment
	<b>Create workplace documents</b>		
<b>Semester 2</b>	BSBWRT311 Write simple documents		BSBTEC302 Design and produce spreadsheets
	<b>Develop customer relationships</b>		
	BSBOPS304 Deliver and monitor a service to customers		BSBXDB301 Respond to the service needs of customers and clients with disability
	SIRXCEG005 Maintain business to business relationships		BSBOPS305 Process customer complaints



## Delivery

- 100% online customised learning experience.
- Our short, well-structured lessons are beautifully and visually presented, making them easy to follow and understand. They include useful job aids and videos that help explain concepts.
- All course resources are designed for you to access on the go. That means if you're out and about, on the train or bus, at the park or beach, you can access course materials on your tablet or smartphone.
- But that's not all! To give you a competitive edge, you'll have access to job-readiness short courses which will build and enhance the skills necessary to work in a variety of roles.

## Duration

- Enrolment valid for 12 months.

## Equipment and resources

You'll need access to the following equipment to complete this course

- Computer with internet access
- Device with in-built camera, for example a smartphone
- Software packages, such as Microsoft Word, Excel, PowerPoint (or similar)
- Adobe Acrobat Reader

## Getting started

Speak with your Employment Consultant for assistance with your enrolment.

## Why study with us?

- Engaging and immersive learning experience.
- Dedicated and passionate student mentor team.
- Our fully integrated learning management system helps you keep track of where you're at and enables us to identify if you need additional support.

## Outcome

The successful achievement of this Qualification requires you to complete all units and assessments. A Certificate of Competency will be issued once all completed units and assessments have been marked and have met all assessment requirements.

Employees in nearly every industry need strong business and customer engagement foundation skills. Some roles this course will prepare you for include:

- Executive Assistant
- Office Assistant
- Receptionist
- Customer Service Representative

