



COURSE OVERVIEW TRAINEESHIP

BSB30120
Certificate III in
Business
(Customer Engagement)



ABOUT THIS COURSE

The BSB30120 Certificate III in Business (Customer Engagement) is the perfect qualification for those looking to upskill in providing exceptional customer service. If you already have an engaging personality and love to chat on the phone, this qualification will give you the practical skills you need to turn those qualities into a profession.

You will learn the essentials including using multiple information systems, knowing your product and service inside out, keeping your cool under stress, delivering exceptional customer service turning complaints into opportunities, planning your workload and working safely and effectively.

This course is offered as a traineeship, so you will be earning while you learn in a supportive and action-packed environment. We will visit you in the workplace and make sure your learning seamlessly complements your work role. We take the time to talk with your employer regularly so you never feel overwhelmed while juggling your studies with your job.

WE ALSO PROVIDE

- Course Material and Resources
- A dedicated trainer to visit you in the workplace

HOW LONG DOES THE COURSE TAKE TO COMPLETE?

We can tailor a training schedule to suit your work requirements with the minimum of one session per month. Total duration of your course is:

- This course will be approximately 12 months in duration for full-time employees depending on RPL, Credit Transfer and individual needs of the learners.
- This course will be approximately 18 months in duration for part-time employees depending on RPL, Credit Transfer and individual needs of the learners.

CAREER OPTIONS

- Customer Service Officer
- Client Contact Officer
- Telemarketer
- Information Services Officer

ArrowTrainingServices

**SKILLS
FOR JOBS!**

Liked by ValerieVe_ and 18 others

View all 33 comments

ArrowTrainingServices

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago

2 days ago



arrow training



**JOBS &
SKILLS WA**



COURSE OVERVIEW



ENTRY REQUIREMENT

There are no prerequisites to gain entry in BSB30120 Certificate III in Business (Customer Engagement).

THE COURSE

To achieve this qualification, you need to successfully complete 13 units of study. This consists of 6 core units plus 7 elective units.

Unit Code	Units of competency
BSBWHS311	Assist with maintaining workplace safety
BSBSUS211	Participate in sustainable work practices
BSBCRT311	Apply critical thinking skills in a team environment
BSBPWF301	Organise personal work priorities
BSBPWF201	Support personal wellbeing in the workplace
BSBTEC201	Use business software applications
BSBDAT201	Collect and record data
BSBOPS305	Process customer complaints
SIRXCEG002	Assist with customer difficulties
BSBXCM301	Engage in workplace communication
BSBOPS304	Deliver and monitor a service to customers
BSBTWK301	Use inclusive work practices
SIRXPDK001	Advise on products and services



FEES & CHARGES



Course	Funding	Enrolment Category	Tuition Fee
BSB30120 Certificate III in Business (Customer Engagement)	Traineeship*	Non-concession	\$1,625.00
		Concession	\$485.00
		Fee for Service	\$3,000.00

HOW MUCH WILL I PAY?

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

*Excludes existing worker traineeships.

HOW DO I QUALIFY FOR CONCESSION?

The following students are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
 - A Pensioner Concession Card.
 - A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - A Health Care Card.
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Workforce Australia; or
 - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school.

PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- Pay the full amount of fees and charges;
- Present a signed authority from an employer to invoice that employer for the student's fees and charges;
- pay the fee by instalment;
- declare their intent to defer payment under the Commonwealth Government's VET Student Loans program, subject to eligibility and acceptance by the provider;
- pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET Student Loans program; or
- make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible Diploma and Advanced Diploma courses.

Students who fail to take up one of the above options must not be enrolled.

Apprentices and trainees are to be treated the same as other students and are legally liable to pay fees.



A DETAILED OVERVIEW

Love
what
you do!



CORE UNIT BSBWHS311 Assist with maintaining workplace safety

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

CORE UNIT BSBSUS211 Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

CORE UNIT BSBCRT311 Apply critical thinking skills in a team environment

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

BSBPEF301 Organise personal work priorities

This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

CORE UNIT BSBPEF201 Support personal wellbeing in the workplace

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

BSBTEC201 Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

BSBDAT201 Collect and record data

This unit describes the skills and knowledge required to collect and record data according to organisational policies and procedures.



A DETAILED OVERVIEW



LEARN
MORE

BSBOPS305 Process customer complaints

This unit describes skills and knowledge required to handle complaints from customers.

SIRXCEG002 Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

CORE UNIT BSBXCM301 Engage in workplace communication

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

BSBOPS304 Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

CORE UNIT SBTWK301 Use inclusive work practices

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

SIRXPDK001 Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

Units are subject to change at any time at Arrow Training Services discretion.





OUR PROMISE

Arrow
Training
Services?

All training is delivered by us! We do not have third parties delivering on our behalf. We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse contact centre roles.

We have dedicated trainers who will deliver your training face to face in your workplace, so you are supported every step of the way. Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared to their Customer Engagement role.

Contact us!

1300 989 977

CONTACT FORM



arrowtraining

Follow us!



This is a Jobs and Skills WA course subsidised by the Department of Training and Workforce Development subject to eligibility requirements. Century Group Pty Ltd TOID 6127 trading as Arrow Training Services. We encourage people from diverse backgrounds and disabilities to apply for training.

