



# BSB30120 CERTIFICATE III IN **BUSINESS (CUSTOMER ENGAGEMENT)**



(RELEASE 1)

If you work as a business support person, this is the ideal course to bring you up to speed with the latest business and computing skills. It will help you become more efficient in your day-to-day operations and improve your confidence in dealing with business regulations. It is equally useful if you are already working in an office, but need an update with your business technology, writing, communication or computerised accounting skills.

## **DELIVERY**

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

## **DURATION**

Flexible study options with enrolments being valid for up to 12 months.

## **EMPLOYMENT**

Career Pathways within this industry include:

- Accounts Clerk
- General Clerk
- Office Assistant
- Jnr. Personal Assistant
- Receptionist

# UNITS OF COMPETENCY

Our program is structured with the following units of competency:

## SEMESTER ONE

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

## SEMESTER TWO

BSBTEC201 Use business software applications  
BSBTEC202 Use digital technologies to communicate in a work environment  
BSBPMG430 Undertake project work  
BSBOPS304 Deliver and monitor a service to customers  
BSBOPS305 Process customer complaints  
SIRXCEG002 Assist with customer difficulties  
SIRXCEG005 Maintain business to business relationships

## ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via [www.usi.gov.au](http://www.usi.gov.au)

Students will also require:

- Access to a computer, tablet or smartphone
- Personal email address
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Access to the MS Office suite (or equivalent)
- Motivation and capability to study course material and complete assessment activities

## PROGRAM COST

**\$848 (GST free)**

## GETTING STARTED

Give us a call on 1300 471 660, email us on [admin@keyinstitute.com.au](mailto:admin@keyinstitute.com.au) or visit our website [keyinstitute.com.au](http://keyinstitute.com.au) today.