



**Australian
College**
of Commerce & Management

Certificate III in Business (Customer Engagement)

BSB30120

Teach your staff to deliver rewarding customer service through quality customer engagement



The  difference

- ✓ **Maximum Flexibility** - No set study times or off-site training.
- ✓ **All Materials Online** - designed to suit a wide range of learning styles.
- ✓ **Available 24/7** - via computer, tablet or mobile phone.
- ✓ **Proactive Student Advisers** - helping to drive progress.
- ✓ **Coaching and Ongoing Support** - it is part of our service.



Call ACCM today
1300 515 321

Foundation Skills

Effective workplace communication
Workplace safety and sustainability
Inclusive practices and relationships
Critical thinking in the workplace

Specialty Skills

Managing priorities and personal wellbeing
Using digital technology to communicate
Delivering strong customer service
Providing advice on products and services
Resolving difficult customer situations

30 YEARS
of meeting employers' needs

✉ courses@accm.edu.au

🌐 www.accm.edu.au

RTO ID: 1441

CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

BSB30120

COURSE DESCRIPTION:

This qualification addresses the skills your staff need in dynamic customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer experience and help clients determine the right products and services for them

SUBJECT	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
	• Use inclusive work practices	BSBTWK301	
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	5
	• Support personal wellbeing in the workplace	BSBPEF201	
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Organise Personal Work Priorities	• Organise personal work priorities	BSBPEF301	3
Use Business Systems	• Collect and record data	BSBDAT201	5
	• Record stakeholder interactions	BSBOPS306	
Engage with Customers	• Deliver and monitor a service to customers	BSBOPS304	5
Assist Customers with Products and Services	• Advise on products and services	SIRXPDK001	4
Resolving Difficult Customer Situations	• Process customer complaints	BSBOPS305	5
	• Assist with customer difficulties	SIRXCEG002	
Practical Word Processing	• Design and produce business documents	BSBTEC301	5

If you would like to discuss additional electives, please contact us.

FEES - BSB30120 CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

STATE / TERRITORY	NEW ENTRANT TRAINEESHIPS	EXISTING WORKER TRAINEESHIPS	FULL FEE / EMPLOYER SPONSORED
New South Wales	\$0	\$2800	\$2800
Australian Capital Territory	\$350	\$350	\$2800
South Australia	\$2800	\$2800	\$2800
Tasmania	\$821	\$821	\$2800
QLD, WA, NT, VIC	\$2800	\$2800	\$2800

STATE SUBSIDY DECLARATIONS, AS APPLICABLE

New South Wales (NSW)

This training is subsidised by the NSW Government.

Tasmania (TAS)

Supported by the Tasmanian Government

Australian Capital Territory (ACT)

Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments

South Australia (SA)



Supported by
**Government of
South Australia**

Visit www.skills.sa.gov.au for Participant Eligibility Criteria



NATIONALLY RECOGNISED
TRAINING