

## Course Outline

### BSB30120 – Certificate III in Business (Customer Engagement)

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, judgement and relevant theoretical knowledge. They may provide technical advice and support a team.

Abra QLD cannot give advice to learners regarding career outcomes from this course.

### Entry Requirements

There are no special entry requirements for this qualification, however, possession of English language and numeracy skills equivalent to Year 12 or mature age are preferred.

### Qualification Requirements

To achieve a Certificate III in Business, learners must complete 13 units. These units must include:

- 6 core units plus
- 7 elective units

### Units of Competency

Unit Code (Core)	Unit Name (Core)
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
Unit Code (Elective)	Unit Name (Elective)
BSBWRT311	Write simple documents
BSBTEC301	Design and produce business documents
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
SIRXCEG002	Assist with customer difficulties
SIRXPDK001	Advise on products and services
BSBST301	Contribute to continuous improvement

## Delivery

This program is delivered by distance via our online eLearning platform, correspondence or in various classroom locations across Queensland. In general, learners need to complete this qualification within 24 months. However, as our distance education and online platform is self-paced, learners can complete a course in less time.

## Assessment

Assessment information will be provided to you at the start of the course by your trainer and assessor and you must abide by the assessment requirements set by Abra QLD and your trainer and assessor.

Your coursework will be returned with feedback from your trainer and assessor. Please allow adequate time for the assessment process before making an enquiry on progress.

All learners with Abra QLD are offered the opportunity for recognition of prior learning (RPL) and Credit Transfer (CT). If you believe that you have the pre-existing skills, knowledge and experience for all or part of this course, please contact your assessor to discuss and request an RPL Guide. This will need to be filled out, with relevant documentation and returned to your assessor who will mark it.

## How to Enrol

To apply for enrolment into this course, please complete an Enrolment Form, which can be obtained by contacting our Head Office:

**Phone:** 07 3262 2774

**Email:** [admin@abraql.com.au](mailto:admin@abraql.com.au)

## The BSB30120 Certificate III in Business (Customer Engagement) is a Nationally Recognised course



ABRA QLD	BSB30120 CERT III BUSINESS (CUSTOMER ENGAGEMENT) COURSE OUTLINE V1.0	CREATED: 26.03.2021	REVIEW DATE: 26.03.2021
----------	---	------------------------	----------------------------