

BSB30120 Certificate III in Business (Release 1)

CRICOS Code: 107151G

Introduction

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team. Where the learner has achieved a specialisation in Customer Engagement, the job roles that relate to this qualification may include Customer Service Representative.

During the course you will learn how to increase your confidence and knowledge in business operations. Develop an increased understanding of business operations. Deliver quality customer service to your customers. Work effectively with your fellow team members and managers.

All coursework and assessments are done in the context of a business and there is plenty of opportunity to develop skills and tools relevant to the daily running of a business.

Qualification Rules

As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB30120 Certificate III in Business (Customer Engagement). A statement of attainment will be awarded to those who do not complete all units.

Participants must complete ten (13) units of competency in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **6 core units** and **7 elective units**
- Total: **13 units**

Core Units (6 Units):

- BSBCRT311 Apply critical thinking skills in a team environment (Release 1)
- BSBPEF201 Support personal wellbeing in the workplace (Release 1)
- BSBSUS211 Participate in sustainable work practices (Release 1)
- BSBTWK301 Use inclusive work practices (Release 1)
- BSBWHS311 Assist with maintaining workplace safety (Release 1)
- BSBXCM301 Engage in workplace communication (Release 2)

Elective Units (7 Units):

- BSBTEC303 Create electronic presentations (Release 1)
- BSBTEC301 Design and produce business documents (Release 1)
- BSBPEF301 Organise personal work priorities (Release 2)
- BSBOPS305 Process customer complaints (Release 1)
- SIRXCEG002 Assist with customer difficulties (Release 1)
- SIRXMKT001 Support marketing and promotional activities (Release 1)
- SIRXPDK001 Advise on products and services (Release 1)

Course Duration / Delivery Method

This program is delivered over 26 weeks which includes orientation, public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

International Student Entry Requirements

- Language, literacy and numeracy test required as condition of enrolment
- Completion of Year 10 / HSC or equivalent
- Minimum IELTS 5.5 (overall) or equivalent

Tuition Fee

- AUD \$11,000 (International Students)

Enrolment Fee (non-refundable):

- AUD \$ 250

Intake

February, April, July, October

Assessment Methods

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, a further training need may be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

Delivery mode

- Classroom

Training Pathways

Students who complete BSB30120 Certificate III in Business, can then undertake BSB40320 Certificate IV in Entrepreneurship and New Business and/or BSB40120 Certificate IV in Business at IAA.

Employment Pathways

Our BSB30120 Certificate III in Business (Customer Engagement) provides the practical skills required to start and run a small business. The course covers business planning, dealing with legal requirements, managing finances and marketing products or services.