

# Certificate III in Business (Customer Engagement)



**REGISTER NOW!**

**FUNDING  
OPTIONS  
AVAILABLE\***  
CONTACT US TO  
CHECK YOUR  
ELIGIBILITY

*Get the knowledge and skills to succeed in any role where putting the customer first is essential. You could confidently apply for a rewarding career in customer-focused industries.*

This qualification reflects the role of individuals working in a range of customer service roles. Duties would include working with multiple communication channels, providing excellent customer service, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

This qualification provides a pathway to work in the sales and marketing sector. Individuals with this qualification are able to perform roles such as customer engagement officer or customer engagement assistant.

## TOTAL COURSE UNITS – 13

### 6 CORE UNITS

- 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

### 7 ELECTIVE UNITS

- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBWRT311** Write simple documents
- BSBPEF301** Organise personal work priorities
- BSBOPS304** Deliver and monitor a service to customers
- BSBOPS305** Process customer complaints
- SIRXCEG002** Assist with customer difficulties
- SIRXPDK001** Advise on products and services

## QUALIFICATION

**BSB30120**

**Certificate III in Business (Customer Engagement)**

## CAREER OPPORTUNITIES

General clerk, Data entry operator, Sales assistant, Customer engagement officer

## ENTRY REQUIREMENTS

- No formal entry requirements
- Students enrolling online must have access to an internet connected computer with webcam and microphone, PDF reader, and word processing software

## COURSE FEE

\$1800

\*You may be eligible for government subsidised training. Contact us for more information and eligibility check.



ACCREDITATION

NATIONALLY  
RECOGNISED  
QUALIFICATION

COURSE LENGTH

UP TO  
12 MONTHS

STUDY OPTIONS

SELF PACED  
AT OUR  
TRAINING HUB  
OR  
ONLINE

% EMPLOYED

78%<sup>^</sup>

DATA SOURCE: <sup>^</sup>www.myskills.gov.au 2022

For more information visit [www.designerlife.com.au](http://www.designerlife.com.au) | Call (07) 3333 2055 or email [info@designerlife.com.au](mailto:info@designerlife.com.au)



/Designer Life



/DesignerLifeTraining



/DesignerLifeTraining