

Certificate III in Business (Customer Engagement)

BSB30120

 **Designer Life**
EMPLOYMENT • TRAINING • CAREERS



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
- BSBXC301** 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

^ As course completion is based on the determination of competency, the total time taken to complete the course will vary based on the student's cohort and their existing skills and knowledge.



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 and spreadsheet software



TRAINING DELIVERY

- Face to Face Classes, Self paced
- OR
- Online with our skilled trainers



COURSE DURATION

- Up to 12 months^



CAREER OPPORTUNITIES

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



COURSE FEE \$ 1800

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

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



PLEASE NOTE: Some courses have entry requirements, additionally not all courses are available at all Designer Life locations. Please speak with our enrolment team or check out our website for more information prior to enrolment.

**REGISTER
NOW!**

