

# Business (Customer Engagement)



## BSB30120 CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

### What it is

This program teaches students HOW to work in a business, which is relevant to the 'real world.'

This program specialises in working with customers and clients in a variety of industries. Students will learn a broad range of competencies, such as using higher order thinking skills including using discretion, judgment and relevant theoretical knowledge.

*Note: This program is a perfect choice if you are also studying VCE Business Management, which teaches students the theory on how a business operates.*

### What you learn

You learn from the following subjects (Units of Competency):

#### FIRST YEAR

- ✓ Assist with maintaining workplace safety BSBWHS311
- ✓ Engage in workplace communication BSBXCM301
- ✓ Support personal wellbeing in the workplace BSBPEF201
- ✓ Use social media and online tools SIRXOSM003
- ✓ Organise personal work priorities BSBPEF301
- ✓ Assist with customer difficulties SIRXCEG002

#### SECOND YEAR

- ✓ Write simple documents BSBWRT311
- ✓ Use digital technologies to communicate in a work environment BSBTEC202
- ✓ Use inclusive work practices BSBTWK301
- ✓ Deliver and monitor a service to customers BSBOPS304
- ✓ Process customer complaints BSBOPS305
- ✓ Participate in sustainable work practices BSBSUS211
- ✓ Apply Critical thinking skills in a team environment BSBCRT311

### Who you learn from

#### YOUR INDUSTRY EXPERT

BGT Jobs and Training  
RTO Code 3683

#### WHERE YOU LEARN

BGT Jobs and Training  
Barkly Square, 25-39 Barkly Street,  
Ballarat

#### WHEN

##### 1st Year

Thursday 10.00am to 1.30pm

**Class size:** 16 to 25 students

##### 2nd Year

Tuesday 10.00am to 1.30pm

**bgt**.org.au  
JOBS + TRAINING

BGT Jobs & Training  
has trained many  
people currently  
working in Ballarat  
businesses

## What you get

Upon successful completion of the program, students are eligible to obtain:

### School recognition

Credit/Unit eligibility towards your relevant Senior Secondary Certificate. This program is a scored assessment. Check with your school for more details.

### Workplace recognition

1. Statement of Attainment  
(List of Units of Competency successfully completed)
2. Certificate III in Business (Customer Engagement)-once all units are satisfactorily completed

## Your possible career/pathway

This qualification reflects the role of individuals in a variety of Business Services job roles. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They may provide technical advice and support to a team.

## Learn more

Certificate IV in Business BSB40120

Certificate IV in Leadership and management BSB40520

Advanced Diploma of Business BSB60120

Business Traineeship

## Employment

The employment opportunities are varied because you could be working in any type of business that has customers or clients.

Job roles could include administration support, Office Manager, Team Supervisor, customer service roles.

## What the program looks/sounds like

Watch a **Get VET** video of a student explaining the program, by accessing <https://bit.ly/2YUCt8m>



*Note: Program commencement subject to enrolment numbers. Units of Competency are subject to change. Check with your school VET Coordinator regarding costs and if this program is suitable for you. This training is delivered with Victorian and Commonwealth Government funding to eligible individuals. All details are accurate at the time of publication.*

