

Customer Engagement



MiTraining

Perfect for those who pursue a career in customer service.




Flexible Learning 100% Online

A customer engagement qualification is perfect for those who pursue a career in customer service. The course covers customer communication, problem-solving, and conflict resolution. By completing this certification, you will be better equipped to provide excellent customer service.


Complete a **BSB30120 Certificate III in Business (Customer Engagement)** with MiTraining.

Possible Careers:

- Customer Service Assistant
- Sales Representative
- Receptionist
- Retail Sales Assistant
- Administration Assistant
- Contact Centre Operator

 1300 549 190

 enquiries@mitraining.edu.au

 mitraining.edu.au



MiTraining

RTO Code 45183



What You'll Learn

Training delivers this qualification with set electives. This means the elective units of competency shown in the course structure below were chosen to reflect the work outcomes, skills and knowledge required to be successful in a contemporary workplace at this level.

Course Inclusions

- Dedicated trainer
- Learning resources
- Flexible, interest-free payment plans available

Course Details

- Fully Online, self-paced study
- 13 units
- 12 months duration



Course Structure

BSB30120 Certificate III in Business (Customer Engagement)

Unit Code	Unit Name	Core/Elective
BSBCRT311	Apply critical thinking skills in a team environment	Core
BSBPEF201	Support personal wellbeing in the workplace	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBTWK301	Use inclusive work practices	Core
BSBWHS311	Assist with maintaining workplace safety	Core
BSBXCM301	Engage in workplace communication	Core
BSBTEC301	Design and produce business documents	Elective
BSBWRT311	Write simple documents	Elective
BSBPEF301	Organise personal work priorities	Elective
BSBOPS304	Deliver and monitor a service to customers	Elective
BSBOPS305	Process Customer Complaints	Elective
SIRXCEG002	Assist with customer difficulties	Elective
SIRXPDK001	Advise on products and services	Elective



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