

future
focused
skills



BSB30120

Certificate III in Business

(Customer Engagement)



Course overview

Everybody needs their first career foot-in-the-door. This nationally recognised qualification helps you develop real workplace skills and launch your career in the business world.

About the course

This course is designed for those seeking a career in business and customer service across a broad range of industries.

Typical job roles related to the training may include executive support, reception and customer service. You may even perform customer service and administrative support in areas such as retail, hospitality or tourism.

The topics (units of competency) included in the course will assist you to develop essential administrative and service skills, and importantly, how to work successfully in an environment focused on customer engagement.

This qualification can be completed by direct enrolment for self-development or as part of a Traineeship.

Career pathways

With this business certification, you can pursue higher-level administrative positions or take on additional responsibilities within your current role.

The program provides training in communication, customer service, and problem-solving, which can help you perform your job duties more effectively and efficiently.

The career options are limitless and can set you on a path to work in almost any industry in roles such as:

- Receptionist
- Hospitality and guest services
- Retail customer service
- Call centre representative
- Executive assistant

Course features

- Delivered fully online
- Flexible study to fit in with work and life
- Support from a dedicated trainer with expertise in the the study discipline
- Ongoing student support through your study journey
- Affordable payment plan options

Traineeships

Completing the qualification through a Traineeship arrangement means the skills and knowledge you develop will be put into practice, and assessed in a real workplace while earning a wage.

Traineeships provide a fantastic opportunity to develop real world skills in a supported environment.

There's two ways to enrol in this course under a Traineeship:

1. If you're currently employed, talk to your employer about signing you up to a Traineeship, and select MiTraining as your Registered Training Organisation (RTO) to enrol in the course.
2. If you're currently seeking employment, target your job hunt to a "Business Traineeship" which includes this course. MiTraining's sister company MIGAS Apprentices and Trainees is a great place to start.



Did you know that there are different elective streams available for this qualification? You can specialise in Administration, Customer Engagement, Medical Administration or Records Management.

Course structure

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

This qualification has 13 units of competency. You have up to 12 months to finish all the units and assessments.

Some students choose to finish faster than that, but it is designed to be flexible so you can study at your own pace, in your own time.

How long it takes you to complete the qualification usually depends on your previous experience, how much time you have available between work commitments, and the pace you prefer to study at.

Unit Code	Unit Name	Type	Duration
BSBCRT311	Apply critical thinking skills in a team environment	Core	6 weeks
BSBPEF201	Support personal wellbeing in the workplace	Core	
BSBSUS211	Participate in sustainable work practices	Core	6 weeks
BSBTWK301	Use inclusive work practices	Core	
BSBWHS311	Assist with maintaining workplace safety	Core	6 weeks
BSBXCM301	Engage in workplace communication	Core	
BSBTEC301	Design and produce business documents	Elective	6 weeks
BSBWRT311	Write simple documents	Elective	
BSBPEF301	Organise personal work priorities	Elective	6 weeks
BSBOPS304	Deliver and monitor a service to customers	Elective	
BSBOPS305	Process customer complaints	Elective	6 weeks
SIRXCEG002	Assist with customer difficulties	Elective	
SIRXPDK001	Advise on products and services	Elective	3 weeks

Duration

The duration of the traineeship is 12 months full time but may also be completed part time (up to 24 months) or while still at school. Once enrolled, a training plan is provided to guide your progress through the course to achieve competency in each unit.

Entry requirements

There are no formal prerequisites or requirements for this qualification. On enrolment you may be required to complete a language, literacy and numeracy assessment to inform any learning support needs during your training.

Recognition of Prior Learning

RPL is an assessment pathway that recognises your existing skills and knowledge. If you believe you are a suitable candidate for RPL please contact MiTraining for support with this process.

Course fees

Visit mitraining.edu.au for information about course fees. Undertaking the qualification as part of a Traineeship may reduce the total course fees. Contact our helpful student support team to discuss Traineeships.



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