



The BSB30120 Certificate III in Business (Customer Engagement) is the perfect course for people seeking careers as Customer Service Representatives, Contact Centre Operators or Sales Consultants. In this program, you will gain skills in dealing with customer complaints, customer service excellence, multiple communication channels, time management and working effectively within a team environment.

Career Opportunities:

- Customer Services Representative
- Sales Consultant
- Call Centre Operator
- Telemarketer

Course Outcome:

- BSB30120 Certificate III in Business (Customer Engagement)

Course Duration:

- 40 weeks.

Course Delivery:

- Online / Virtual Classes through iLearn.

Intakes:

- Monthly.

Certificate 3 Guarantee Program eligibility

Sarina Russo Institute is approved to deliver the BSB30210 under the Certificate 3 Guarantee Program.

To be eligible for the Certificate 3 Guarantee Program, a participant must:

- be aged 15 years or older
- be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETis program);
- permanently reside in Queensland
- be an Australian Citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Concessional Student Co-Contribution Fee:

- \$50

Concessional Unit Price Breakdown:

- Core units: 5 x \$3.85, 1 x \$3.87
- Elective units: 7 x \$3.84

Non-Concessional Student Co-Contribution Fee:

- \$160

Non-Concessional Unit Price Breakdown:

- Core units: 5 x \$12.31, 1 x \$12.35
- Elective units: 7 x \$12.30

For full terms and conditions of this program, please refer to www.sri.edu.au/certificate-3-guarantee

Entry Requirements

There are no formal entry requirements for this course, however, students are expected to have or be able to achieve written and spoken English skills to the certificate level of the course, or the ability to develop these skills whilst in training to meet the requirements of the qualification.

Basic computer skills / digital literacy skills are required for this qualification.

Course Structure:

The table below provides an outline of how the course is structured.

Unit Code	Unit Name
BSBXCM301	Engage in workplace communication
BSBOPS304	Deliver and monitor a service to customers
SIRXMKT001	Support marketing and promotional activities
BSBPEF301	Organise personal work priorities
BSBTEC302	Design and produce spreadsheets
BSBTEC301	Design and produce business documents
SIRXCEG002	Assist with customer difficulties
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBPEF201	Support personal wellbeing in the workplace
BSBOPS305	Process customer complaints
BSBCRT311	Apply critical thinking skills in a team environment

All courses are subject to change and availability.

How to Apply

Visit www.sri.edu.au and click on Apply Now to get started or call 1300 317 535