



Doing a Traineeship with Sarina Russo Institute:

A traineeship combines paid work with on-the-job training and study that's done in work hours, in a supportive work environment.

- Trainee must be employed full-time or part-time
- May be eligible for workplace incentives from the State or Federal Government
- Training is blended online / workplace delivery
- Regular contact to support training

Course Overview:

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:

Your qualification will take 12 months to complete. Your Training Plan will guide you with start and end dates of each module.

Course Delivery:

- Online / Virtual Classes through iLearn.

Intakes:

- Monthly.

Employer Contribution Fee:

- \$771.00

Trainee Contribution Fee:

- \$1.60 per nominal hour*

**Concessional fees may apply for eligible trainees*

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 necessary to complete this qualification

Student Support Services offered

- Dedicated Trainers to help with training and assessment
- Access to iLearn - our 24/7 learning management system
- Access to online Language Literacy and Numeracy testing and tools to help with proficiency skills if required
- Opportunities to collaborate online with peers
- Free access to employment assistance through Joblink

Course Structure:

6 Core Units + 7 Elective Units

Core Units	Unit Name	Nominal Hours
BSBXCM301	Engage in workplace communication	40
BSBSUS211	Participate in sustainable work practices	20
BSBTWK301	Use inclusive work practices	30
BSBWHS311	Assist with maintaining workplace safety	40
BSBPEF201	Support personal wellbeing in the workplace	50
BSBCRT311	Apply critical thinking skills in a team environment	40

Elective Units	Unit Name	Nominal Hours
BSBPEF301	Organise personal work priorities	30
BSBTEC302	Design and produce spreadsheets	35
BSBTEC301	Design and produce business documents	80
SIRXCEG002	Assist with customer difficulties	70
BSBOPS305	Process customer complaints	30
SIRXMKT001	Support marketing and promotional activities	30
BSBOPS304	Deliver and monitor a service to customers	35

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