



Train them... Don't blame them!®

BSB30120 CERTIFICATE III IN BUSINESS

(Customer Engagement)



Australian
Qualifications
Framework



This course may be funded by the Queensland Government. Please contact Work Skills for further information.

Work Skills

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Work Skills Business Courses

Our business courses provide practical and industry current qualifications to launch an exciting and fulfilling career in an office or a business environment.

BSB30120 Certificate III in Business is suited both to people who have no experience previously and are looking to gain employment in the business sector and also to people who are already working in the business sector by offering the opportunity to formalise their experience and enhance or learn new skills.

What Is the Qualification About?

The BSB30120 Certificate III in Business (Customer Engagement) teaches office skills such as but not limited to workplace health and safety, designing and producing business documents and customer service skills.

Potential business employers will see that you have completed a business course that has relevance across a broad range of areas including problem solving, critical thinking, sustainability, teamwork, initiative and enterprise, planning and organising and self- management.

How Do I Do It?

BSB30120 Certificate III in Business (Customer Engagement) is delivered online with the one-on-one support of a Work Skills trainer using the Work Skills Online Learning and Assessment System (WOLAS).

WOLAS is more than just e-learning. It is an industry leading platform that manages a student's progression through each unit of competency through to completion of a qualification.

Course Duration: 1 Year

Qualification Entry Requirements

There are no entry requirements for this qualification.

Work Skills Entry Requirements

- Work Skills requires the student to complete an LLN&D assessment to determine suitability for a level III qualification. There is no need to be discouraged about this as the LLN&D is a great tool to allow us to identify any extra support that the student may require.

What Needs to Be Completed?

13 units of competency are required to complete this qualification within the specific requirements as set out below:

- 6 core units
- 7 elective units, of which:
 - 2 are from Group A: Technology
 - 1 is from Group B: Business Competence
 - The remaining 4 units are to be chosen from Group D: Customer and Client Engagement.

Electives can be chosen according to the requirements of the enrolling students. Please discuss this with the Work Skills team during the enrolment process.

Core Units - Mandatory
BSBCRT311 Apply critical thinking skills in a team environment
BSBPEF201 Support personal wellbeing in the workplace
BSBSUS211 Participate in sustainable work practices
BSBTWK301 Use inclusive work practices
BSBWHS311 Assist with maintaining workplace safety
BSBXCM301 Engage in workplace communication
Group A: Technology
BSBTEC301 Design and produce business documents
BSBWRT311 Write simple documents
Group B: Business Competence
BSBOPS302 Identify business risk
Group D: Customer and Client Engagement
BSBOPS304 Deliver and monitor a service to customers
BSBOPS305 Process customer complaints
SIRXPDK001 Advise on products and services
SIRXCEG005 Maintain business to business relationships

Delivery and Assessment

1. Online sessions with Work Skills Assessors

Training and Assessment will be conducted through a combination of blended learning environments. The student will have to successfully complete both knowledge and practical assessments for each unit of competency to achieve their certificate of completion.

Additional Resources

The students would require access to a computer, Internet, webcam and MS-Office to be able to complete the learning and assessment activities within this program.

Assessment methods

Work Skills may use a variety of assessment methods for assessing students’ skills and knowledge including but not limited to knowledge assessment, case studies, portfolios, role plays and/or projects.

Delivery Locations

This program will be delivered via Online Mode.

Vocational Placement Requirement

No Vocational Placement is required for this course.

Fee and Charges

For Fee details – refer to Fee and Charges Brochure

Recognition of Prior Learning (RPL)

If you are currently working, or have previously worked in a relevant industry, you may be eligible for Recognition of Prior Learning (RPL). RPL applies where you have workplace experience/competency that can be formally assessed against the units of competency in this course. If you wish to undertake an RPL process, please discuss with the Work Skills team.

Certificate Issuance

A certificate is issued where all 13 units have been deemed competent. A statement of attainment is issued when only some units are deemed competent and the course is not completed in full. Issuing of certificate and or statement of attainment occurs within 30 days of the last unit being deemed competent. However, this may be delayed if the student has not provided a valid Unique Student Identifier (USI) or has an outstanding fee. *(Fee clause is not applicable for students enrolled under Apprenticeship/Traineeship Pathway).*

Pathways to Further Study

Upon successful completion of BSB30120 Certificate III in Business, the student may wish to explore further study options in the business sector such as but not limited to:

- BSB40120 Certificate IV in Business

Potential Job Pathways

- Administration Officer
- Customer Service Officer
- Customer Liaison Officer

Additional Links:

*Work Skills will not collect more than \$1500 as pre-paid fee from the students (Fee for Service students)

*Successful Completion of the course may result in loss of entitlement (government subsidy) in the future.

*Additional information (Career Start: General Training Pathway): Work Skills a SAS cannot request or demand more than 30% of the total Co-contribution fee cost upfront.

*[Career Start Program Policy 2025-2028](#)

*Refund Policy and other related policies can be accessed at <https://workskills.com.au/resources-information/>

*<https://training.gov.au/Training/Details/BSB30120>

