



**Australian
College**
of Commerce & Management
RTO ID: 1441

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1300 515 321

Certificate III in Business (Customer Engagement)

BSB30120

*Teach your staff to deliver rewarding customer service
through quality customer engagement*

the
ACCM
difference

*ACCM College's online program reflects
over 25 years of meeting our employers' needs.*

- **No extra fees!** All services included in the enrolment fee.
- **Maximum flexibility** - No set study times or off-site training, set weekly training commitments around your daily operations.
- **Suitable for full time or part time employees.**
- **All materials online** - designed to suit a wide range of learning styles. Available 24/7 via computer, tablet or mobile phone.
- **Proactive Student Advisers** - helping to drive progress.
- **Coaching and ongoing support** is part of our service.
- **Real time progress visibility** - check your staff's progress, timetable and results 24/7 via our online Employer Dashboard.

www.accm.edu.au

Foundation Skills

- Effective workplace communication
- Workplace safety and sustainability
- Inclusive practices and relationships
- Critical thinking in the workplace

Specialty Skills

- Managing priorities and personal wellbeing
- Using digital technology to communicate
- Delivering strong customer service
- Providing advice on products and services
- Resolving difficult customer situations



*To see enrolment fees for
your region, please click
or scan the QR code*

courses@accm.edu.au

CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

BSB30120

COURSE DESCRIPTION:

This qualification addresses the skills your staff need in dynamic customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer experience and help clients determine the right products and services for them

SUBJECT	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
	• Use inclusive work practices	BSBTWK301	
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	5
	• Support personal wellbeing in the workplace	BSBPEF201	
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Organise Personal Work Priorities	• Organise personal work priorities	BSBPEF301	3
Use Business Systems	• Collect and record data	BSBDAT201	5
	• Record stakeholder interactions	BSBOPS306	
Engage with Customers	• Deliver and monitor a service to customers	BSBOPS304	5
Assist Customers with Products and Services	• Advise on products and services	SIRXPDK001	4
Resolving Difficult Customer Situations	• Process customer complaints	BSBOPS305	5
	• Assist with customer difficulties	SIRXCEG002	
Practical Word Processing	• Design and produce business documents	BSBTEC301	5

If you would like to discuss additional electives, please contact us.