

BSB30120

Certificate III in **BUSINESS** (Customer Engagement)

Founded by experts in the Building and Construction industry, **Foundation Training Australia** knows what it takes to train workforce ready, industry leading trade professionals.

We seek to guide your best self and truly **Develop Your Human Potential**.

We believe in a NO BS approach to learning providing you with expert, qualified trainers, flexible study options and hands on support to set you up for success and keep you motivated.

Don't settle! Whilst you will see the rest, when you're ready, work with the best.






ENGAGE YOUR CAREER

Become a business and customer superstar! Learn everything needed to develop strong skills in the business world and specialise in what every business needs.....customers!!

This course will develop your knowledge in a broad range of business tasks and skills specialising in customer engagement including delivering and monitoring a service to customers, process customer complaints, support marketing and promotional activities, advise on products and services and use social media and online tools.

There are no entry requirements for this course.

BENEFITS

-  Pave your way with a nationally recognised qualification for greater career opportunities
-  Take control of your study with self-paced online delivery
-  Mentorship from highly qualified trainers

YOUR CAREER REALISED

Career Outcomes

How Exciting! Here are some potential career outcomes to consider which include:



Customer Care Coordinator

Administration Assistant

Service Representative



BUILD YOUR DREAM CAREER

DELIVERY OPTIONS

-  Self-Paced Online Learning
-  Recognition of Prior Learning Options
-  Traineeship Friendly

At FTA we are your industry training partner, providing you with the skills needed to truly develop your human potential

Enrol today! Call 07 3505 5989
to start your training for this
fundamental skill.

For further information regarding recognition of prior learning, funding, apprenticeships, fees and charges and our refund policy please visit www.fta.edu.au or contact us on 07 3505 5989.

Successful completion of this qualification requires you to complete all core and elective units.

This nationally recognised qualification is delivered by Foundation Training Australia (RTO ID 31972)



Completed students receive:

- Nationally Recognised Qualification
- Certificate proof of completion
- Complimentary Competency Card



Got questions
but not ready to call?
Have a read of our
knowledge base
<-- SCAN CODE



YOU'RE AT LEVEL 2!

This certificate will get you
to a level 2 **career pathway**

For all the levels scan the
code and see your industry
brochure!



CORE UNITS (6)

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

SUGGESTED ELECTIVE UNITS (7) *For alternative electives ask your trainer

BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBPEF301	Organise personal work priorities
SIRXCEG002	Assist with customer difficulties
BSBOPS305	Process customer complaints
SIRXPK001	Advise on products and services
BSBOPS304	Deliver and monitor a service to customers