



Traineeship

BSB30120

# Certificate III in Business (Customer Engagement)





# Traineeship

## What is a traineeship?

Traineeships are a government initiative providing employees the opportunity to combine working with the completion of a nationally recognised qualification. Traineeships provide an employer a way of achieving a high-level workforce, promoting staff retention and offer a point of difference when recruiting new staff. Financial incentives may be available to employers to support the completion of the traineeship.

Traineeships can take between one and two years to complete and offer a wide range of qualifications over a variety of industries. New workers and existing workers may be eligible, and you may even complete a traineeship whilst still at school.

## Qualification overview

This nationally recognised qualification will provide the skills required to succeed in a variety of customer-facing roles, including receptionist, customer service representative and administration assistant. It will equip employees with the skills to provide exceptional customer service, manage customer complaints, and confidently advise on products and services. They will apply a broad range of competencies using discretion, judgment and relevant theoretical knowledge.

## Training Outcomes

The BSB30120 Certificate III in Business (Customer Engagement Stream) in Business is designed to equip employees with the skills and knowledge required to contribute to a variety of Business tasks. Skills and outcomes include:

- Engage in workplace communication
- Deliver and monitor a service to customers
- Assist with customer difficulties
- Advise on products and services



### Employer Benefits

- Government financial incentives (eligibility criteria applies)
- Improves staff retention
- Increases workforce productivity
- Recruitment advantage
- Upskills employees



### Employee Benefits

- Get paid to study, earn while you learn!
- Undertake a nationally recognised qualification
- Improves career pathways
- Gain valuable skills & knowledge
- Enhances job satisfaction & security

## Recommended Course Structure

To successfully complete this qualification, 13 units of competency is required. These 13 units comprise of six (6) core units and seven (7) elective units.

Core units	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal well being 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

Elective units	
BSBPEF301	Organise personal work priorities
BSBTEC301	Design and produce business documents
BSBWRT311	Write simple documents
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
SIRXCEG002	Assist with customer difficulties
SIRXPK001	Advise on products and services

\*Customised elective unit options may be offered depending on the needs of the employer and the job role.

## Jobs & Skills WA

Jobs and Skills WA is the way the State Government, through the Department of Training & Workforce Development, prioritises its investment in training to focus and subsidise training courses that equip people to take up jobs that are, or will be, in high demand.

## Training Delivery and Assessment

Individualised delivery and assessment strategies will be developed based on the actual needs and requirements of both employees and employers to ensure effectiveness and time efficiency. Training will be flexible and combine on and off the job training through regular visits from an industry experienced trainer.

We offer assessment only options including RPL work based evidence collection (portfolio and workplace documents) and observation assessments to assist employees in providing the relevant evidence based on skill and knowledge competencies developed in the actual workplace.

## Eligibility Requirements\*

- Anyone of working age
- Australian citizen, permanent resident or hold an eligible visa
- Part-time or full-time employees

(\*Please speak to our consultant for full eligibility requirements)

## Fees:

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees.

Fees based on standard unit selection.

New worker non-concession: **\$1,657.50**

New worker concession: **\$494.70**

Existing worker traineeship not available

School Based Traineeships (SBATs) are fee free

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*If ineligible for government funding fee for service arrangements available.*

## Next Steps



To get started or to find out more, please contact:

**Name:**

**Mobile:**

**Email:**

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