

**BSB30115**

# CERTIFICATE III IN BUSINESS

(CUSTOMER SERVICE)

## SUITABLE FOR

People who already have at least 6 months full time equivalent work experience in any industry involving customer service who are looking for refresher training to boost their resume and compete on a level playing field for promotions or new employment. On-the-job training options may also be available for people without customer service experience as well.

## LOCATION AND START DATE

This course can be delivered onsite at your workplace or at our training venue. You can start at any time with our flexible scheduling designed to meet your preferred available days and times.

## ENTRY REQUIREMENTS

Students must participate in a pre-enrolment course suitability interview with MBC Staff before enrolling. During that interview we will check your eligibility for funding and ensure that this course is suitable for your needs.

## FEES

Contact us for information on available government funding, employer traineeship incentives and fee options.

## COURSE OVERVIEW (1 CORE 11 ELECTIVES)

<b>BSBWHS302</b>	Apply knowledge of WHS legislation in the workplace
<b>BSBADM311</b>	Maintain business resources
<b>BSBCMM301</b>	Process customer complaints
<b>BSBCUS301</b>	Deliver and monitor a service to customers
<b>BSBDIV301</b>	Work effectively with diversity
<b>BSBFLM303</b>	Contribute to effective workplace relationships
<b>BSBINM301</b>	Organise workplace information
<b>BSBPRO301</b>	Recommend products and services
<b>BSBPUR301</b>	Purchase goods and services
<b>BSBWOR301</b>	Organise personal work priorities and development
<b>BSBWRT301</b>	Write simple documents
<b>BSBINN201</b>	Contribute to workplace innovation

## COURSE DURATION

This course is structured through one to one and small group competency based training and assessment and delivered over three months for experienced workers and twelve months for new workers through a traineeship arrangement.