



Enrol with GEM



# Certificate III in Business (Customer Engagement) BSB30120

## Online and/or Blended Delivery

### Qualification

Certificate III in Business (Customer Engagement) - **BSB30120**.

### Training Package

**BSB** Business Services Training Package

### GEM Online Campus

The Learner is provided with User Name and Password to the GEM Online Campus, which enables access to the interactive Online Screen Guide; the Learner Guide (pdf); the Assessment Guide; and the Quick Reference Guide.

### Blended Delivery

Study via face to face intensives; supported by Learner Guide, Assessment Guide; Online Seminars.

### Time Commitment

Nominal minimum hours of study plus individual research and on the job application is 1,200 - 2,400 hours (normally over a period of 12-24 months); **OR** approximately 10 hours research and study per week (face-to-face/online) for 12 months from commencement. During the balance of the time, learners will be engaged in work-based/simulated work-based (portfolio building) activities, assessments.

## Course Overview

Are you working in a specialist role where you often engage with customers in a range of complex customer service roles? If so, then this specialisation of the Certificate III in Business will be a perfect match for you! GEM College of International Business provides the full range of Elective Units to select from, which will enable you to find a perfect match for your role.

Graduates at this level would be equipped with the knowledge and skills required to perform duties including working with multiple communication channels, providing excellent customer service, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

Graduates will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters. They may also provide leadership and guidance to others and have responsibility for the output of others.



**STUDY LOANS** the affordable way

### Career Opportunities/Vocational Outcomes

Graduates who have achieved a specialisation in Customer Engagement, would typically be employed in job roles that may include Customer Service Representative.

### Career Opportunities/Vocational Outcomes

This specialisation would be a perfect fit for people who are working in a business environment Customer Engagement roles.

## Pathways

---

### Entry Requirements/Pathways

While there are no prerequisite requirements for entry into this qualification, learners will need:

- Communication skills at a requisite level to complete the course
- Computer skills such as:
  - Knowledge of common computing terms and word processing;
  - Familiar with web browser software;
  - Able to send/receive e-mail, including e-mail with attachments; and
  - Proficient in navigating the Internet.

### Computer hardware and software requirements

- Operating System: Windows 7 or higher; MAC OS X 10.6 or higher (recommended);
- CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended;
- Processor: 2.0 GHz processor or higher (32-bit or 64-bit);
- Monitor with at least 1024x768 screen resolution;
- Internet access: Minimum ADSL1 with a speed of at least 1.5Mbps;
- Valid personal email address;
- Speakers and microphone/headset;
- Adobe Reader;
- Word processing and presentation software e.g. - Microsoft Office, PowerPoint, etc; and
- In date web browser – e.g. Google Chrome, Mozilla Firefox, etc.

### Student selection

Each applicant will be interviewed to:

- Ensure suitability of program for the individual and his/her current position and/or career path;
- Explore possibilities for RPL and/or credit transfer (as applicable);
- Identify special needs and determine reasonable adjustment (if applicable/required);
- Establish delivery mode(s) that match the requirements of the student;
- Inform important policies/processes (e.g. - student selection/admissions, privacy, payment/refunds, grievance/complaints processes, etc).

### Articulation Pathways from the Qualification

On completion of this qualification, you may undertake a specialist qualification; e.g. Certificate IV in Work Health and Safety; Certificate IV in Project Management Practice; or a generic qualification such as Certificate IV in Leadership and Management OR a Certificate IV in Business.

### Gateway to Further learning

This qualification is a gateway to further learning. This could include a Certificate IV or Diploma, which may gain 6-12 months advanced standing in a university degree. Some Advanced Diplomas may be eligible for even more credit. Choosing a GEM College of International Business to University Pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage.

A Graduate Certificate/Diploma from GEM College of International Business, coupled with relevant industry experience, may gain entrance to post graduate qualifications

## Course Structure

The Course Structure consists of **13 Units. 6 Core Units** plus **7 Elective Units**, of which:

- 2 Elective Units must be selected from Group A
- 1 Elective Unit must be selected from Group B
- The remaining 4 elective Units must be selected from Group D (Customer and Client Engagement)

Elective Units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

## Specialisations

This variation of the Certificate III in Business provides for specialisation in **Customer Engagement**.

The achievement of this specialisation will be identified on the Testamur of graduates as "**BSB30120 Certificate III in Business (Customer Engagement)**".

## Core Units

Apply critical thinking skills in a team environment	<b>BSBCRT311</b>
Assist with maintaining workplace safety	<b>BSBWHS311</b>
Engage in workplace communication	<b>BSBXCM301</b>
Participate in sustainable work practices	<b>BSBSUS211</b>
Support personal wellbeing in the workplace	<b>BSBPEF201</b>
Use inclusive work practices	<b>BSBTWK301</b>

## Elective Units

### Group A – Technology

Collect and record data	<b>BSBDAT201</b>
Create electronic presentations	<b>BSBTEC303</b>
Design and produce business documents	<b>BSBTEC301</b>
Design and produce spreadsheets	<b>BSBTEC302</b>
Identify and report online security threats	<b>BSBXCS302</b>
Protect own personal online profile from cyber security threats	<b>BSBXCS301</b>
Record stakeholder interactions	<b>BSBOPS306</b>
Securely manage personally identifiable information and workplace information	<b>BSBXCS303</b>
Use business software applications	<b>BSBTEC201</b>
Use digital technologies to collaborate in a work environment	<b>BSBTEC404</b>
Use digital technologies to communicate in a work environment	<b>BSBTEC202</b>
Write simple documents	<b>BSBWRT311</b>

### Group B – Business Competence

Apply infection prevention and control procedures to own work activities	<b>BSBWHS332X</b>
Contribute to continuous improvement	<b>BSBSTR301</b>
Develop and present business proposals	<b>BSBESB302</b>
Identify business risk	<b>BSBOPS302</b>
Organise personal work priorities	<b>BSBPEF301</b>
Research and develop business plans	<b>BSBESB401</b>
Undertake project work	<b>BSBPMG430</b>

## Group D – Customer and Client Engagement

Advise on products and services	SIRXPK001
Assist with customer difficulties	SIRXCEG002
Deliver and monitor a service to customers	BSBOPS304
Maintain business to business relationships	SIRXCEG005
Process customer complaints	BSBOPS305
Provide ICT advice to clients	ICTSAS305
Respond to the service needs of customers and clients with disability	BSBXDB301
Support marketing and promotional activities	SIRXMKT001
Use social media and online tools	SIRXOSM003

## Course Fees

---

### Fees

#### State Assistance:

Assistance might be available for this qualification: <http://www.gemcollege.edu.au/financial-assistance/>. State Government funding/subsidies may be available within your state. Please check with your GEM representative if you require clarity in this regard.

#### Student Loan:

GEM College now partners with Study Loans as a great way for you to finance your course. [Click here to find out more and apply.](#)



#### Tuition Fees include:

Your tuition fee includes:-

- Access to GEM Online Campus – and interactive Onscreen Guides
- Learner Guide for each Unit (pdf)
- Assessment Guide for each Unit (pdf)
- All essential reference materials.
- Additional Reference materials may be requested to further enhance your learning. These might attract an additional charge.

Contact our Administration Centre on (08) 8342 3316 for more information and payment options. Fees, charges and course offerings are subject to change.

Fees can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order. **Note:** GEM College may not accept upfront payments in excess of \$1,500 from individuals, prior to a pre-enrolment discussion with a course advisor.

### Scholarships

A limited number of Partial Scholarships are offered within Australia annually. A limited number of Offshore Scholarships are offered annually. [See Application for Consideration for Scholarship on the GEM website.](#)

**Course Fees: \$2,999**

## Grievances and Appeals

---

GEM College of International Business is committed to ongoing improvements that will enhance the service that is provided to you, the client. Should you have any grievance with the way in which GEM College has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through us.

## Global Resources - Local Focus 'Each one trains one'

In the first instance, any grievance should be discussed with the relevant Administrative person, Tutor or Facilitator. If they cannot resolve the problem to your satisfaction, it will then be referred to the Campus Manager. If the Campus Manager was your first point of contact or if the issue is still not resolved to your satisfaction, then the National Manager shall endeavour to resolve the matter. If the National Manager does not resolve the matter to your satisfaction, the Director-International Business or the Corporate Leader will be pleased to make an appointment and listen to your grievance. Further detail regarding our grievance and appeals policy is contained in our "Customer Service Charter and Grievance Policy" which is located at <https://www.gemcollege.edu.au/student-policies/>

If you do not agree with the result given for an assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your Tutor or Facilitator. If you are not satisfied with the outcome of that discussion, you can access the appeal process through the Campus Manager. More information on Learner's rights and responsibilities can be found at <https://www.gemcollege.edu.au/student-policies/>

GEM College of International Business hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

### Assessment

---

There are assessments tasks for every Performance Criteria built into every Unit of Competency. You will not be assessed until you indicate that you are prepared for assessment. Your Tutor or Facilitator will give you at least one-week notice of any assessment being organised by the Assessor. You will be required to have submitted your portfolio of evidence prior to the actual assessment date, or to bring it with you to the assessment. If face to face assessment is being undertaken you must attend. If you are sick, a phone call is required to advise of your absence. Otherwise, a doctor's certificate will be necessary for an alternative date to be set for the assessment. For more information on assessment, refer to your 'Course Information Guide' for this Unit, and/or for additional information, which is available on the GEM website.

#### Location

If you do not have a workplace that is suitable for you to demonstrate your competence on the job, GEM College of International Business may be able to provide customised, flexible or on-the-job options for this course. Contact your Tutor or Facilitator for further information to discuss your needs.

#### Reasonable adjustment

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately discuss this with your Tutor or Facilitator, about a 'reasonable adjustment'. This is the adjustment of the way in which you are to be assessed to take into account your condition. This may include providing additional time, or a support person. While assessment tasks may be changed to suit your condition, the actual performance criteria cannot be altered.

#### Recognition of Prior Learning and Current Competency

GEM College of International Business recognises skills gained through previous studies, the workplace and life experience which may allow you to complete your qualification more quickly than the nominated minimal hours.

You may be entitled to recognition that will exempt you from one or more Units of Competency. Where you can provide evidence of competency in all Units in a given qualification, you will be required to complete a major project, to demonstrate your ability to provide current application of those competencies across a range of sectors, or with regards to a range of contingencies.

If you are granted RPL the target unit will be reported on your Academic Transcript advanced standing. No gradings are provided for Units granted under RPL arrangements.

You must enrol in all Units of Competency and apply for an exemption by completing a form. Attendance at class, or Online is necessary until any relevant exemption is granted.

For further information please contact the Quality Control Officer via [stephen.short@gemcollege.edu.au](mailto:stephen.short@gemcollege.edu.au) or visit the GEM College website.

## Student Journey

At GEM College of International Business, we are committed to aligning our policies, processes and the information that we share with the unique needs of each student. Thus, we tailor each phase of the 'Student Journey' according to this. A generic overview of the 'Student Journey' appears in the illustration below. An inter-active version can be found at our website by clicking [here](#).



### Important GEM College Policies, Processes and Student Information

GEM College of International Business is acknowledged by its industry partners and former students as upholding the highest standards of ethical conduct and professional excellence. We strive to inculcate these same standards in our learners and to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and its learners.

The policies and processes of the College are transparent; we therefore discuss these with our learners during an Orientation Session at the commencement of each course. You will be required to acknowledge that you have read, understand, accept and are willing to ascribe these policies and processes during the Orientation Session.

The college website (<https://www.gemcollege.edu.au/student-policies/>) includes various policy and processes that are considered essential pre-reading. Other important student information can be found at <https://www.gemcollege.edu.au/students/>.

## Additional Details

### Contact Details

<b>Address:</b>	GEM College of International Business, 52 Prospect Road, Prospect, SA 5082				
<b>Phone:</b>	61 8 8342 3316	<b>Mobile:</b>	61 411 694 717	<b>Fax:</b>	(08) 8342 2848
<b>Email:</b>	<a href="mailto:admin@gemcollege.edu.au">admin@gemcollege.edu.au</a>	<b>Web:</b>	<a href="https://www.gemcollege.edu.au/">https://www.gemcollege.edu.au/</a>		

### Course Commencement Dates

Rolling enrolments are offered as an option for those preferring this. This means that a course commences when you indicate that you are ready to start.

### Registration of Expression of Interest

<https://www.gemcollege.edu.au/expression-of-interest/>

### Orientation Sessions

Will occur on GEM Campus, or via Zoom or GEM Constant Learning. Dates to be advised.