

2
0
2
5



BUSINESS

**BSB30120 Certificate IV in Business
(Customer Engagement)**

INFORMATION PACK

BUSINESS

Are you looking to build up your operational skills? The nationally accredited BSB30120 Certificate III in Business can help you do just that. This training course covers a wide range of competencies for professionals of all ages. Upon completion, you'll have the competitive edge you need to excel in administrative and office based positions across a range of industries.

This entry-level qualification serves as the perfect gateway or refresher for essential workplace skills. The course equips participants with fundamental knowledge and abilities crucial for a range of job roles, including Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior, and Receptionist. Whether you are just starting your career or seeking to reinforce your foundational skills, this course provides an ideal foundation for success in these diverse positions.

This course provides participants with relevant skillsets such as:



Working effectively in a team environment



Customer service



Organising and prioritising



Using technology to communicate remotely

Cost

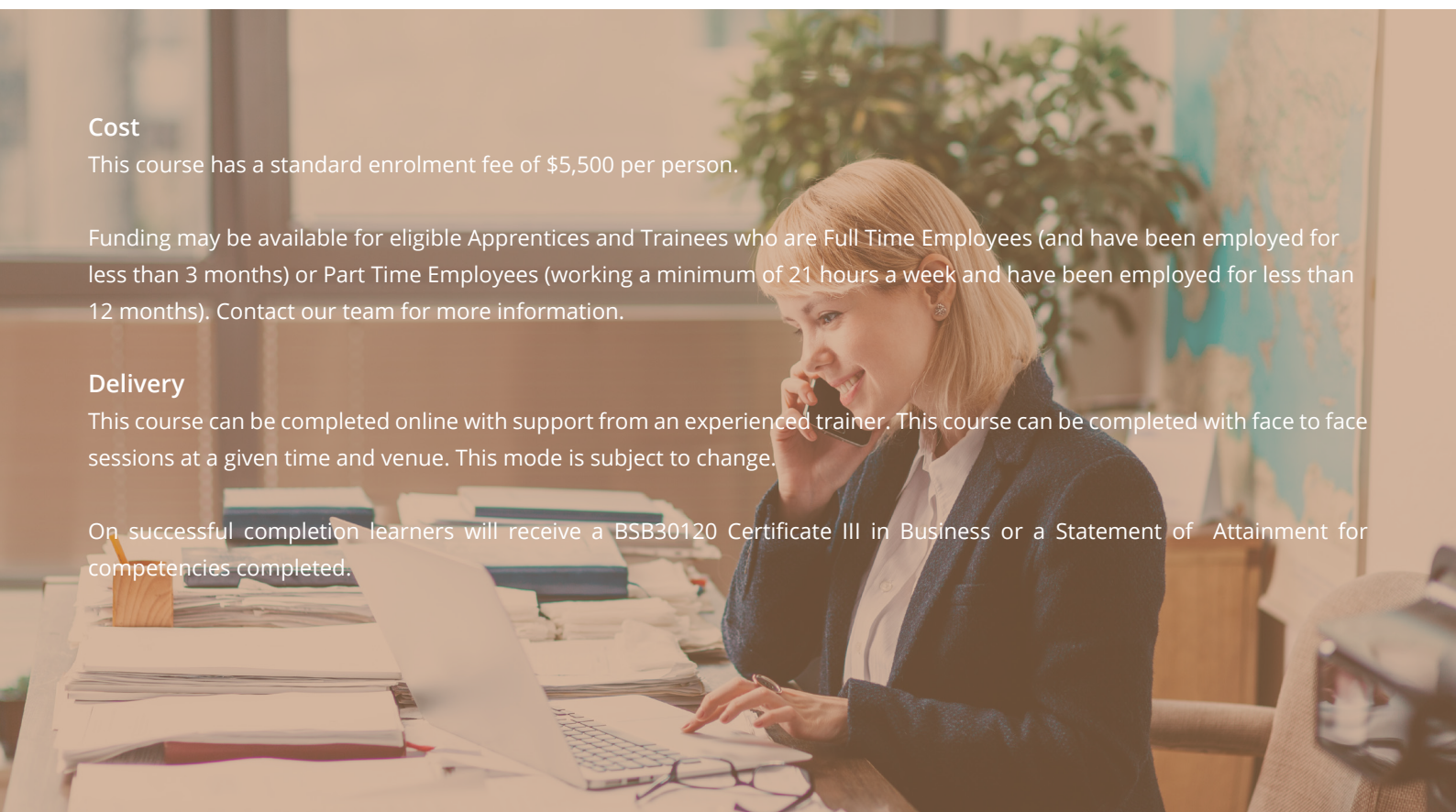
This course has a standard enrolment fee of \$5,500 per person.

Funding may be available for eligible Apprentices and Trainees who are Full Time Employees (and have been employed for less than 3 months) or Part Time Employees (working a minimum of 21 hours a week and have been employed for less than 12 months). Contact our team for more information.

Delivery

This course can be completed online with support from an experienced trainer. This course can be completed with face to face sessions at a given time and venue. This mode is subject to change.

On successful completion learners will receive a BSB30120 Certificate III in Business or a Statement of Attainment for competencies completed.



COURSE FAQs

BSB30120 Certificate IV in Business

The course is designed for individuals to build a career in business. This entry level course will provide students with a broad range of customer engagement and administration skills that can be used across a range of industries. This course covers the use of basic technology, document production, customer service, accounts and workplace organisation.

What job roles could my training lead to?

The course is designed for individuals to build a career in business administration. This entry level course will provide students with a broad range of administration skills that can be used across a range of industries. This course covers the use of basic technology, document production, customer service, accounts and workplace organisation.

Am I eligible?

There are no entry requirements for this qualification however, your current job must reflect the qualification you wish to train in.

Can i go on to further training?

Yes. Successful completion of this course may gain recognition of your studies towards Certificate IV in Business or other relevant Certificate IV qualifications.

What will I receive?

On successful completion learners will receive a Nationally Recognised BSB30120 Certificate IV in Business (Customer Engagement) or a Statement of Attainment for competencies completed.

How long will the training take?

Approximately 12 months depending on the electives and study mode selected.



Where, when and how can I train?

This qualification will be delivered either online or through face to face workshops and workplace-based projects.

Is what I already know taken into account?

Your history of study, skills and experience does matter. Consideration is given to your prior life and work experiences as well as formal and informal training. This may be applied through Recognition of Prior Learning (RPL). Documentary evidence will be requested.

What else might I find useful?

Additional information such as student support or study assistance can be accessed by calling 02 9899 0621 or visit www.barringtongroup.com.au. To ensure a place in this course an enrolment form must be completed.

Materials needed/other requirements:

A computer with internet access, pens and notebooks are needed. All learning resources will be provided by Be Trained.

COURSE OUTLINE

QUALIFICATION REQUIREMENTS

Total number of units = 13 (6 core units + 7 elective units)

Core Units

BSBCRT311 Apply critical thinking skills in a team environment

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment. The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.

BSBPEF201 Support personal wellbeing in the workplace

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively. The unit applies to those in a range of industry and workplace contexts, who work under direct supervision. It may also apply to learners who are preparing to enter the workforce.

BSBSUS211 Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices. The unit applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions. These individuals work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

BSBTWK301 Use inclusive work practices

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work. The unit applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

BSBWHS311 Assist with maintaining workplace safety

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team. The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.

BSBXCM301 Engage in workplace communication

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry. This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

Elective Units

BSBTEC202 Use digital technologies to communicate in a work environment

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms. The unit applies to those who use digital technology to communicate with relevant stakeholders. This will be particularly relevant to individuals in teams that work remotely. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.

BSBWRT311 Write simple documents

This unit describes the skills and knowledge required to plan, draft and finalise a simple document. The unit applies to individuals who administer a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of simple documents.

BSBPEF301 Organise personal work priorities

This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

BSBOPS304 Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

BSBOPS305 Process customer complaints

This unit describes skills and knowledge required to handle complaints from customers. The unit applies to those who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

SIRXCEG002 Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

SIRXPDK001 Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

CLICK HERE TO ENROL

For more information please contact Be Trained by Barringtons on:

02 9899 0600

enquiries@barringtons.com.au

<https://betrained.barringtons.com.au/betrained/>

Be Trained by Barringtons RTO Provider number 91397

Date Reviewed: May 2025 Version: 2

