

BUSINESS PROGRAMS

A world of business opportunity is yours with a tailored business programs.

You'll strengthen your ability to manage workplace relationships, preparing you to move from administrative or technical roles to a leadership role like Compliance Officer or Manager in any business. This business course with specialisation in compliance will help you to manage budgets and financial plans, interpret compliance requirements, develop policies for sustainable procedures and lead your team to success.

Understanding the reasons for the various rules, laws and regulations that govern your business will help you take advantage of any benefits they offer while ensuring you stay in compliance at all times.



APPLY NOW



CBD Campus

Modern facilities, computer labs, student lounges.



Capacity

1529 Students.



Student Support

Student lounge, student activities, In-house counsellor.



Nationality Mix

70 + Nationalities. Data from Feb 2023.



Bachelor Pathway

Articulation available at **Melbourne Polytechnic** and **Danford Higher Education** Bachelor Degrees

CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

Code: BSB30120
Cricos Code: 104959B
Course Duration: 26 weeks
Holidays: 6 weeks
Total Hours: 400 hours
Material Fees: N/A
Digital Access Fees: \$100*
Course Fee: \$6,000

Industry Sector

Customer Service,
Local Government Administration
Ancillary Health Services
Business Administration

What your future could look like

- Medical Receptionist
- Records Clerk
- Administrative Assistant
- Customer Service Representative
- Medical Secretary

This qualification will
build your skills and
knowledge to be able
to deliver service in a
variety of Business
Services job roles.

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Licensing/Regulatory Information.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

CORE UNITS

BSBCRT311	Apply critical thinking skills in a team environment
BSBPFE201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXC301	Engage in workplace communication

ELECTIVE UNITS

BSBOPS305	Process customer complaints
SIRXCEG002	Assist with customer difficulties
BSBOPS304	Deliver and monitor a service to customers
SIRXCEG005	Maintain business to business relationships
BSBESB401	Research and develop business plans
BSBWRT311	Write simple documents
BSBTEC301	Design and produce business documents

HOW WE TEACH

Experienced and Friendly Trainers at Danford College have a wide range of industry experience. Moreover, they have been selected and trained to appropriately relate to and support students in their learning.

RELEVANT CONTENT AND RESOURCES

Course content is regularly reviewed to ensure that it is up-to-date and relevant to the needs of the industry. Students and staff have access to a range of high-quality, comprehensive, and informative resources. Our up-to-date course content is available to students on our digital platform: CANVAS.

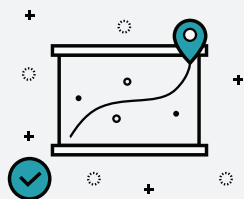
CLASS STRUCTURE

At Danford College all qualifications are delivered entirely face-to-face in our Melbourne Campus. (Minimum of 20 hours of classroom contact per week). Courses consist of classroom-based training (maximum of 26 students) of theory and practical sessions with small groups.

ASSESSMENT

Students must demonstrate competency through highly practical and interactive assessments. These include: Practice exercises that reinforce interpersonal skills, Simulated training activities, Learner Resource Workbooks to support training, Independent research projects and Participation in simulated activities that closely reflect workplace processes.

For further information visit our website at www.danford.edu.au



Jobs

Graduates of the Management and Commerce field (Diploma) are most often employed as:

23.2% Clerical and Administrative Workers
22.6% Professionals
23.5% Managers

Industries

Graduates of this course are most often employed in:

10.4% Accommodation and Food Services

Reference source: www.myskills.gov.au/courses

For information about entry requirements visit our website at www.danford.edu.au *Digital Access refers to your learning resources and assessments via our learning management system.