

# Course Spotlight Business

BSB30120



## Learning outcomes

This qualification will provide you with the skills and knowledge to be effective in a range of complex customer service roles, including:

- ✓ Receiving and responding to customer requests
- ✓ Handling complaints
- ✓ Working with multiple communication channels
- ✓ Business computing and software

## Course duration and delivery

The 12 month program is delivered in shorter, more manageable terms of learning.

This allows participants to focus on specific sections of the program at one time.

These terms also provide the perfect 'check point' over the duration of the program to monitor and support your progress.

Each term, you will enjoy an innovative 360 degree learning experience.

After a program orientation session, you will engage in online group workshops and tutorials, online activities, and have access to on-demand support as required.

## Job outcomes

- ✓ Administration Officer
- ✓ Client Services Officer
- ✓ Customer Support Staff
- ✓ Call Centre Operator
- ✓ Call Centre Sales Staff

## Why choose us?

### We believe in you

At Asuria, we believe in you. We respect you for who you are. We seek to understand your life experiences and skills you have, and we will value those experiences and skills. Because your pathway to future employment is our primary concern, we will concentrate on your strengths, we will value your experiences, and we will respect you for what you have achieved.

### We hear you and support you

At Asuria we take the time to listen to you, talk with you and importantly help coach you. Your Asuria Trainer will 'have your back'. They will get to know the 'real you,' offering personalised guidance, empowering you with the skills and knowledge you need to reach your full potential.

### We help you prepare for your future

We will prepare you, brief you, and help you every step of the way. We will be there for you to make sure everything is going in the right direction – one that aligns with your future goals and meets your needs. Whatever your path, we will help you build the skills and confidence to prepare for your future.



Innovative 360 degree  
learning experience



12 Month duration.  
Regular intakes  
throughout the year



Course  
100% online



BSB30120 - Certificate  
III in Business



Scan the  
QR code to  
find out more!

**ASURIA**  
ASSURED PEOPLE SERVICES

RTO Registration Code - 21912

The program is delivered in shorter - more manageable - terms of learning. Students get to focus on specific sections of the program at one time. These terms also provide the perfect 'check point' over the duration of the program to monitor and support participant progress.

Term 1	Term 2	Term 3	Term 4
Orientation			<b>Intensive Support Term</b>  If participant requires extra support, workshops, catchup sessions, time to complete rescheduled workplace visit, time to complete course activities etc.
Live Workshops	Live Workshops	Live Workshops	
Self-Learning	Self-Learning	Self-Learning	
Learning activities designed to simulated business			



Each term, the participant enjoys an innovative 360 degree learning experience.

The term starts with an orientation and continues with online support workshops, workplace learning and on demand support if required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.\*

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Orientation	✓									
Live Workshops	✓		✓		✓		✓		✓	
Live Tutorials		✓		✓		✓		✓		✓
Workplace Learning		✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Learning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Trainer Visit										✓
On demand support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

\*Note, delivery options can vary, please refer to detailed timetable online for further details. \*Timing of Workplace Learning determined between Asuria and student, can vary.

Learn more and apply today

[www.asuria.com.au/training](http://www.asuria.com.au/training)



**Contact us today**  
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