

## Professional Training Designed for Success



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**Course Fee \$1800 - Funding options may apply.  
Contact us for more information and eligibility check.**

### Course Description

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

### Total Number of Units - 12

1 core units and 11 elective units

### 1 Core Unit

BSBWHS302 Apply knowledge of WHS legislation in the workplace

### 11 Elective Units

- BSBADM311 Maintain business resources
- BSBCMM301 Process customer complaints
- BSBCUS301 Deliver and monitor a service to customers
- BSBDIV301 Work effectively with diversity
- BSBFLM303 Contribute to effective workplace relationships
- BSBINM301 Organise workplace information
- BSBINN301 Promote innovation in a team environment
- BSBWOR301 Organise personal work priorities and development
- BSBSUS201 Participate in environmentally sustainable work practices
- BSBCUE307 Work effectively in customer engagement
- BSBCUE309 Develop product and service knowledge for customer engagement operation

### Mode of Delivery

Face to face, correspondence

### Entry Requirements

No entry requirements

Industry Work Placement will be provided to learners