

Start your Business Career

BSB30120 Certificate III in Business

BSB30120 Certificate III in Business provides the practical skills and knowledge needed for a range of office or business environment roles within multiple industry sectors. If you aspire to start, re-enter or advance your career in the business world, this is the ideal qualification.

QUALIFICATION OVERVIEW

Total number of units = 13
6 Core Unit and 7 Elective Units

SPECIALISATION

This qualification can provide for the following specialisations:

Specialisation	Job Roles Related to the Specialisation
Generic	Clerk
Hospitality	Food and beverage supervisor
Customer Engagement	Customer Service Representative
Business Administration	Administrative Assistant

Suggested units of competency for each specialisation option can be found on the next page.

DURATION

This qualification is competency based training meaning that the duration of study depends on individual progress. The nominal term for a full time traineeships or student is a 12 month period.

DELIVERY MODES

Online with face to face or virtual tutorials (location dependant).

COURSE FEE AND FUNDING

Students may be eligible for Certificate 3 Guarantee or User Choice for Queensland apprentices and trainees. Certificate 3 Guarantee and User Choice is funded by the Queensland Government.

Students undertaking training under Certificate 3 Guarantee or User Choice funding are required to contribute to the cost of their training through a co-contribution fee. This fee may be paid on your behalf by an employer or another third party.

Fee for service arrangement for self-funded students are also available.

To find out more about eligibility requirements contact us to discuss.

The Certificate III in Business can be tailored to meet the needs of your business and the students.

Option A - No Specialisation

Unit Code	Unit Name
CORE	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
ELECTIVE	
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBPEF301	Organise personal work priorities
BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBINS302	Organise workplace information
BSBINS309	Maintain business records

Option C - Accredited Specialisation (Administration)

Unit Code	Unit Name
CORE	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
ELECTIVE	
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBPEF301	Organise personal work priorities
BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBINS202	Handle receipt and dispatch of information
BSBPUR301	Purchase goods and services

Option B - Accredited Specialisation (Customer Engagement)

Unit Code	Unit Name
CORE	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
ELECTIVE	
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBPEF301	Organise personal work priorities
BSBOPS304	Deliver and monitor a service to customers
SIRXCEG002	Assist with customer difficulties
SIRXMKT001	Support marketing and promotional activities
SIRXPDK001	Advise on products and services

Option D - Specialisation (Hospitality)

Unit Code	Unit Name
CORE	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
ELECTIVE	
BSBTEC202	Use digital technologies to communicate in a work environment
BSBWRT311	Write Simple Documents
BSBPEF301	Organise personal work priorities
BSBOPS304	Deliver and Monitor a Service to Customers
BSBOPS301	Maintain Business Resources
SITXFSA005	Use Hygienic Practices for Food Safety
SITXFSA006	Participate in Safe Food Handling Practices

PLEASE NOTE: If any of the elective units are not appropriate within your role, please inform Skill360 Australia for a selection of alternative units.

The achievement of an accredited specialisation will be identified on testamurs as follows:

- BSB30120 Certificate III in Business (Customer Engagement)
- BSB30120 Certificate III in Business (Administration)