

BSB30115

CERTIFICATE III

IN BUSINESS



Making career development easy



OVERVIEW

This qualification reflects the role of individuals to work in a business environment with a focus on administration and customer service. To develop and build a broad range of knowledge and skills to carry out a range of activities to complete fundamental business tasks and provide sales support to the team in Queensland.

This course can be delivered in a flexible program of classroom training and self-paced learning activities.

QUALIFICATION STRUCTURE

There are twelve (12) units of competency to complete, comprising of one core unit and eleven (11) elective units of competency. Please see the next page for further information.

Keep in mind, one of our ARC representatives will be happy to discuss unit selection, recognition of prior learning and credit transfer.

Entry Requirements:

There are no entry requirements for this qualification. Student will be required to provide their USI and complete a language, literacy and numeracy test.

ARC Training has policies, procedures and information to help create a safe and healthy, culturally diverse, friendly and non-discriminatory learning environment.

Pathways

On completion of this qualification you may wish to further your education by enrolling in any of the following qualifications:

- ✓ SIR30216 - Certificate III in Retail
- ✓ BSB40215 - Certificate IV in Business

Where will the training take place?

Training and Assessment will take place:

Classroom: Training and assessment takes place in a classroom and involves discussions.

Self-directed learning: Further study and assessment activities are done by participants in their own time.

Assessment: The methods in which students are assessed may include written questions, scenarios, projects and observations.

What ARC Training provides?

We provide learning materials, assessment tools and a qualified trainer and assessor.

How long will the program run?

Students have up to 12 months to complete the course.

Possible job roles

- ✓ General clerk
- ✓ Data entry operator
- ✓ Sales assistant

How much will it cost?

Subsidised Training: funding may be available for eligible participants under the Certificate 3 Guarantee Program funded by the Queensland Government.

To be eligible for a subsidised place, you must be:

- ✓ an Australian Citizen, Australian Permanent Resident, Humanitarian Visa Holder or NZ Citizen
- ✓ 15 years old or over
- ✓ Living in Queensland
- ✓ No longer be at school or equivalent
- ✓ Not already enrolled or be enrolled in a qualification at the Certificate III level or higher.

Total co-contribution fee:

Concession \$12 Non-Concession \$24

BSB30115 CERTIFICATE III IN BUSINESS

01

CORE

BSBWHS302

Apply knowledge of WHS Legislation

02

ELECTIVE

BSBWOR301

Organise personal work priorities and development

BSBFLM303

Contribute to effective workplace relationships

BSBFLM312

Contribute to team effectiveness

BSBCUS301

Deliver and monitor a service to customers

BSBCMM301

Process customer complaints

BSBINN301

Promote innovation in a team environment

BSBINM301

Organise workplace information

BSBINM302

Utilise a knowledge management system

BSBADM311

Maintain business resources

BSBADM307

Organise schedules

CHCDIV001

Work with diverse people

Please note: electives may change, depending on organisational and student needs.

Why participate in training?

- To receive a nationally recognised qualification.
- To further develop your career.
- To formalise your skills and knowledge.
- To learn to perform your job easier and better.

Learning Support

Students to have access to a Trainer/Assessor and the Student Services team to provide course and assessment support.