



**BSB30120**

## **CERTIFICATE III in Business**



The Certificate III in Business has been designed for new entrant workers or those wishing to transition to a new career in a business environment. You will develop your technological and business skills to perform a range of administrative and operational tasks suitable for a variety of industries under a traineeship arrangement with your employer. Upon successful completion you will build the foundation of your business career by receiving a formal qualification. The Certificate III in Business is also recommended for existing employees seeking to validate their experience through a formal qualification.

**This course is designed to give the participant an understanding of being a professional in the workplace and addresses:**

- Organising work priorities
- Workplace health and safety in a business environment
- Communicating in a business environment
- Providing customer service including complaint handling
- Using inclusive and sustainable work practices
- Applying critical thinking to problem solving



### **Duration**

This course is designed to be delivered over 12 months, with online learning and assessments completed in the workplace.



### **Investment**

\$2000

Funding may be available depending on where you live and meeting certain eligibility criteria.

Refer to [www.jbhunteracademy.edu.au](http://www.jbhunteracademy.edu.au) for more information.



### **Outcome**

Participants who successfully complete the program will be issued with the nationally accredited qualification:  
BSB30120 Certificate III in Business

## Accreditation

### Professional Fundamentals

BSBPEF301	Organise personal work priorities
BSBPEF201	Support personal wellbeing in the workplace
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBSUS211	Participate in sustainable work practices
BSBINS302	Organise workplace information

### Business Communication

BSBWRT311	Write simple documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations

### Effective Problem Solving

BSBXCM301	Engage in workplace communication
BSBCRT311	Apply critical thinking skills in a team environment

### Prioritising the Customer

BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints

## Unit Selection

To obtain this qualification, students must successfully complete the 13 listed Units of Competency.

## Prerequisites

There are no pre-requisites for this qualification, however students must be employed in a business environment.

## Other Entry Requirements

Students will be required to undertake an initial skills assessment, comprising of a Language, Literacy and Numeracy (LLN) assessment prior to course commencement to assess their readiness for Certificate III level training.

