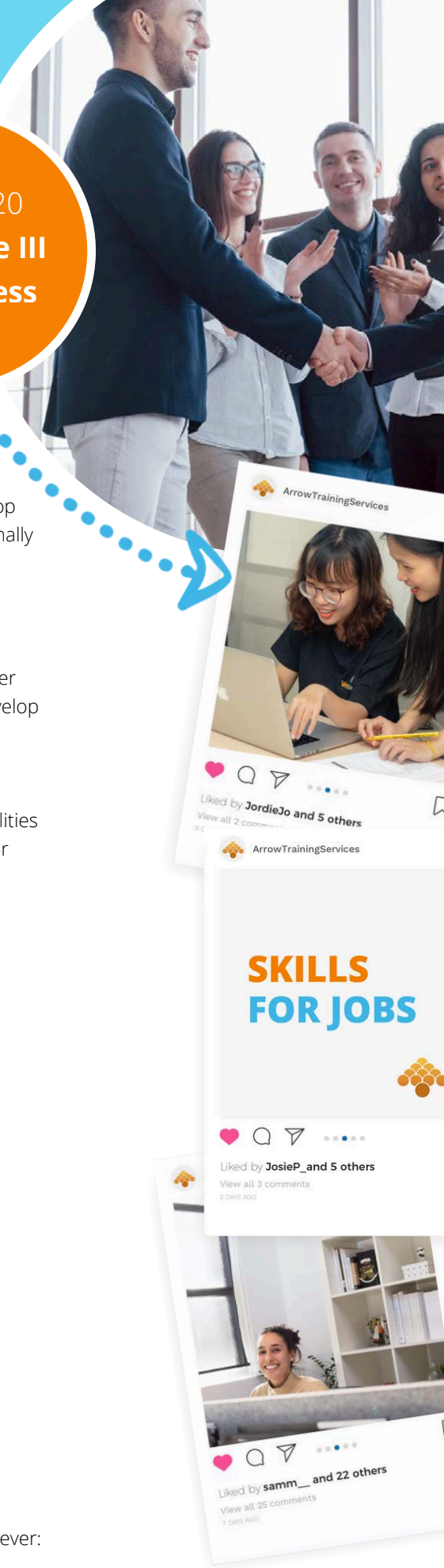
# COURSE OVERVIEW

BSB30120
**Certificate III in Business**




## ABOUT THIS COURSE

The BSB30120 Certificate III in Business is designed for individuals seeking to develop practical skills for employment in administrative and office support roles. This nationally recognised qualification provides a strong foundation in key business functions and workplace practices.

Throughout the course, students will gain hands-on experience with business technology, learn how to create and manage spreadsheets and presentations, deliver quality customer service, handle complaints professionally, prioritise daily tasks, develop & present business proposals and apply workplace health and safety procedures.

Ideal for those starting their business career, starting a small business or looking to formalise existing skills, this course equips students with the confidence and capabilities to thrive in a wide range of office environments while gaining a strong foundation for further study in leadership & entrepreneurship.

## WE ALSO PROVIDE

- A dedicated Business Trainer
- Course Material and Resources through our online LMS System

## HOW LONG DOES THE COURSE TAKE TO COMPLETE?

- 10 weeks / 3 days per week face to face training in a classroom
- We allow 12 months to complete this qualification

## CAREER OPTIONS

- Customer Engagement
- Business Administration
- Recordkeeping
- Sales Support Officer
- Client Services Officer
- Personal Assistant

## ENTRY REQUIREMENT

There are no prerequisites to gain entry in BSB30120 Certificate III in Business, however:

- Students are to have their own laptop
- Students must undertake a Language, Literacy & Numeracy (LLN) assessment so that the appropriate academic support can be sourced throughout the course

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# COURSE OVERVIEW BSB30120



Learn practical skills!

## THE COURSE

To achieve this qualification, you need to successfully complete 13 units of study. This course consists of 6 core units plus 7 elective units.

| | |
|---|---|
| BSBWHS311 | Assist with maintaining workplace safety |
| 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 |
| BSBXCM301 | Engage in workplace communication |
| BSBTEC201 | Use business software applications |
| BSBWRT311 | Write Simple Documents |
| BSBOPS203 | Deliver a service to customers |
| BSBPEF202 | Plan and apply time management |
| BSBTEC302 | Design & Produce Spreadsheets |
| BSBINS309 | Create Electronic Presentations |
| BSBESB302 | Develop & Present Business Proposals |

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# A DETAILED OVERVIEW BSB30120


**BSBWHS311 Assist with maintaining workplace safety**

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.

**BSBCRT311 Apply critical thinking skills in a team environment**

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.

**BSBPEF201 Support personal wellbeing in the workplace**

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

The unit applies to those in a range of industry and workplace contexts, who work under direct supervision. It may also apply to learners who are preparing to enter the workforce.

**BSBSUS211 Participate in sustainable work practices**

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

The unit applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions. These individuals work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

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# A DETAILED OVERVIEW BSB30120



Be part of a team!

**BSBTWK301 Use inclusive work practices**

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

The unit applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

**BSBXCM301 Engage in workplace communication**

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry. This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

**BSBTEC201 Use business software applications**

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

**BSBTEC302 Design & produce spreadsheets**

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

The unit applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision. These individuals are generally required to have intermediate knowledge and understanding of a number of spreadsheet applications.

**BSBOPS203 Deliver a service to customers**

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

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# A DETAILED OVERVIEW BSB30120

**BSBPEF202 Plan and apply time management**

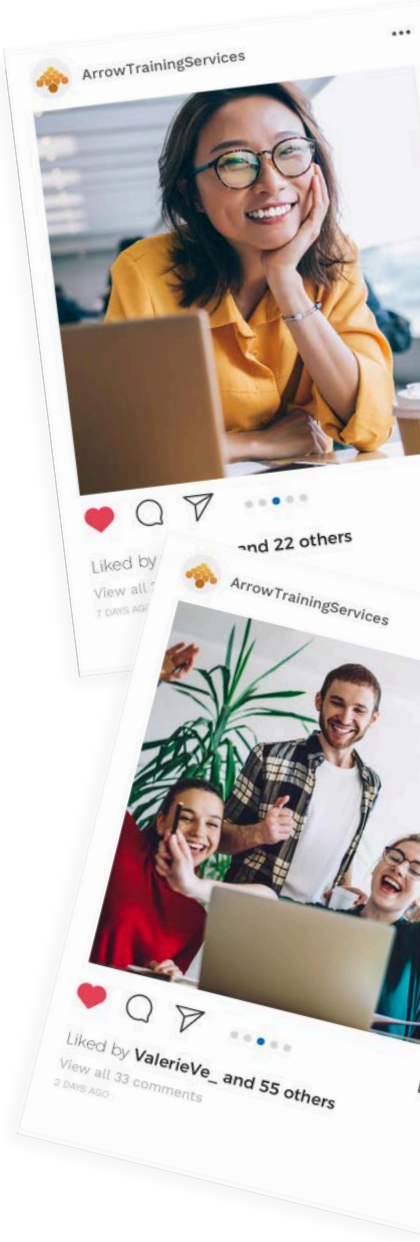
This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

The unit applies to individuals working under direct supervision. These individuals apply basic skills and knowledge in a broad range of work settings.

**BSBTEC303 Create electronic presentations**

This unit describes the skills and knowledge required to design and produce electronic presentations using various applications and platforms.

The unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.




**BSBESB302 Develop & present business proposals**

This unit describes the skills and knowledge required to research the viability of ideas for business opportunities and develop and present proposals for viable options in formats suiting a range of stakeholders.

The unit applies to those establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation. The proposals may relate to products and/or services offered by the business.

**BSBWRT311 Write simple documents**

This unit describes the skills and knowledge required to plan, draft and finalise a simple document.

The unit applies to individuals who administer a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of simple documents.

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# FEES & CHARGES

BSB30120
**Certificate III in Business**

## ABOUT THIS COURSE

Jobs & Skills WA have a broad range of government subsidised places in various courses in Western Australia. It's a new way to ensure more people are better equipped with the skills WA needs. Funding is available for Certificate III in Business under the WA Participation Work Readiness program.

## WHO IS ELIGIBLE?

You are eligible for a guaranteed training place if you have left school and are:

- An Australian citizen; or
- A permanent visa holder; or
- holders of a sub-class 300, 309, 444, 445, 461, 785, 790, or 820 visa;
- secondary holders of a temporary visa of sub-class 188, 457, 482, 489, 491 or 494 visa;
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790;
- Ukraine citizens who are holders of a visa sub-class 449 or 786;
- Afghan citizens who are holders of a visa sub-class 449; and
- holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.
- Must be at least 15 years old;
- If under 18 years of age, you must have a Department of Education (DoE) Notice of Arrangement. In 2024, persons in their final year of compulsory education were born between 1 July 2006 and 30 June 2007. (Please contact our office for further information regarding this requirement).
- Western Australia is your primary place of residence and you are unemployed or under-employed working less than 20 hours per week.

If you are ineligible for subsidised training, you can complete the course as a Fee For Service student.

## UNDER JOBS & SKILLS WA:

- There is no upper age limit
- There are no restrictions based on your previous level of awarded qualification; however, you will need to meet any course entry requirements

## PROOF OF ELIGIBILITY

For proof of eligibility you will need to provide prior to the commencement of training, evidence of citizenship or residency. Evidence could include:

- An Australian birth certificate; or
- A current Australian passport; or
- A current New Zealand passport; or
- A Naturalisation certificate; or
- A green Medicare card

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JOBS & SKILLS WA

# FEES & CHARGES

| Course | Funding | Enrolment Category | Tuition Fee |
|---|---|---|---|
| **BSB30120 Certificate III in Business** | Particpation Work Readiness | NOA | $420.00 |
| | | Concession | $661.50 |
| | | Fee for Service | $3,000.00 |
| | | Non-concession | $2196.00 |

## HOW MUCH WILL I PAY?

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.
*Excludes existing worker traineeships.

For secondary school aged persons not enrolled at school, the maximum course fee chargeable is $420. The maximum is the total fee for all courses the student is enrolled in.

## HOW DO I QUALIFY FOR CONCESSION?

The following students are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
  - A Pensioner Concession Card.
  - A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
  - A Health Care Card.
- Persons and dependants of persons for whom the Commonwealth's JobKeeper payments are being received.
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
  - Jobactive;
  - Online Employment Services; or
  - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school.

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# FEES & CHARGES

## PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- Pay the full amount of fees and charges;
- Pay fee by instalment;
- Make application on the grounds of severe financial hardship for fees and charges to be waived
- Students who fail to take up one of the above options will not be enrolled into the course.

## INSTALMENT PAYMENTS

Arrow Training Services can offer you a payment option that allows you to pay your tuition fee in instalments.

Students are given a minimum of eight weeks from the commencement of training to finalise payment when paying by instalment.

NOTE: Students, who fall behind in their payments, will not be enrolled into additional units unless appropriate arrangements have been agreed to by both the student and Arrow Training Services to pay the amount outstanding.

## FEE WAIVER

Arrow Training Services may waive all fees and charges for students that they assess as being in severe financial hardship. Whether a student is in severe financial hardship is to be determined on a case by case basis by Arrow Training Services.

To apply for a fee waiver, please contact our office for further information. Students will be advised of the decision outcome.

Fee waivers that meet the eligibility criteria are only valid for the calendar year.

## REFUND POLICY

Students must advise in writing of their intention to withdraw from training. This is necessary to ensure they are eligible for refunds. Requests for refunds must be lodged within two weeks of the official withdrawal date.

## FULL REFUNDS

Students who withdraw are entitled to a full refund of the applicable course fee, resources fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached

The State Manager can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by Arrow Training Services.

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# FEES & CHARGES

Why Arrow Training Services?

## PART REFUNDS

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee for the unit, and:

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma course;

  or
- 50% of the resource fee if the course is below Diploma level.

## PRO-RATA REFUNDS

Arrow Training Services can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

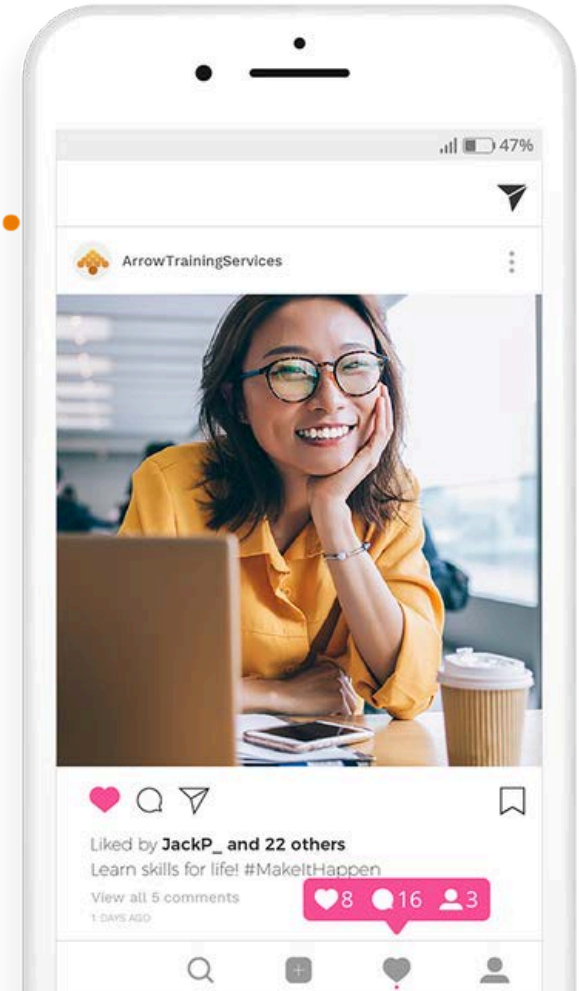
For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of Arrow Training Services

*In all cases, relevant documentary evidence (for example, medical certificate) is required.*

*Contact us!*

1300 737 977

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Follow us!

This is a Jobs and Skills WA course subsidised by the Department of Training and Workforce Development subject to eligibility requirements. Century Group Pty Ltd TOID 6127 trading as Arrow TrainingServices. We encourage people from diverse backgrounds and disabilities to apply for training.