



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, and apply workplace health and safety procedures.

Ideal for those starting their business career or looking to formalise existing skills, this course equips students with the confidence and capabilities to thrive in a wide range of office environments.

WE ALSO PROVIDE

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

HOW LONG DOES THE COURSE TAKE TO COMPLETE?

- 7.5 weeks / 4 days per week face to face training in a classroom
- We allow 12 months to complete this qualification

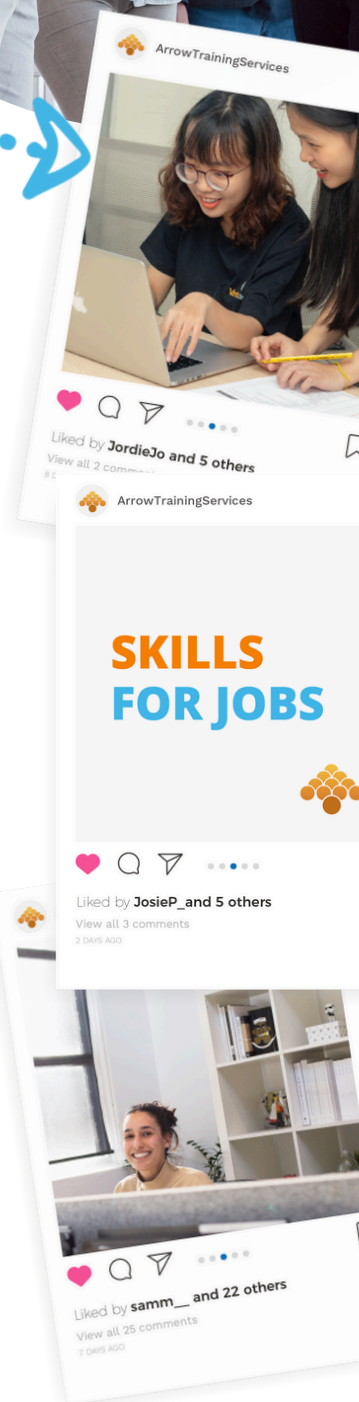
CAREER OPTIONS

- Customer Engagement
- Business Administration
- Recordkeeping

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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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.

Unit Code	Units of competency
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
BSBDAT201	Collect and record data
BSBOPS203	Deliver a service to customers
BSBPEF202	Plan and apply time management
BSBINS302	Organise workplace information
BSBINS309	Maintain business records
SIRXPDK001	Advise on products and services



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what
you do!



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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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.

BSBDAT201 Collect and record data

This unit describes the skills and knowledge required to collect and record data according to organisational policies and procedures.

The unit applies to individuals who perform a range of routine tasks, using limited practical skills and fundamental operational knowledge and who work under some supervision and guidance.

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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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.

BSBINS302 Organise workplace information

This unit describes the skills and knowledge required to receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.

The unit applies to those who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.

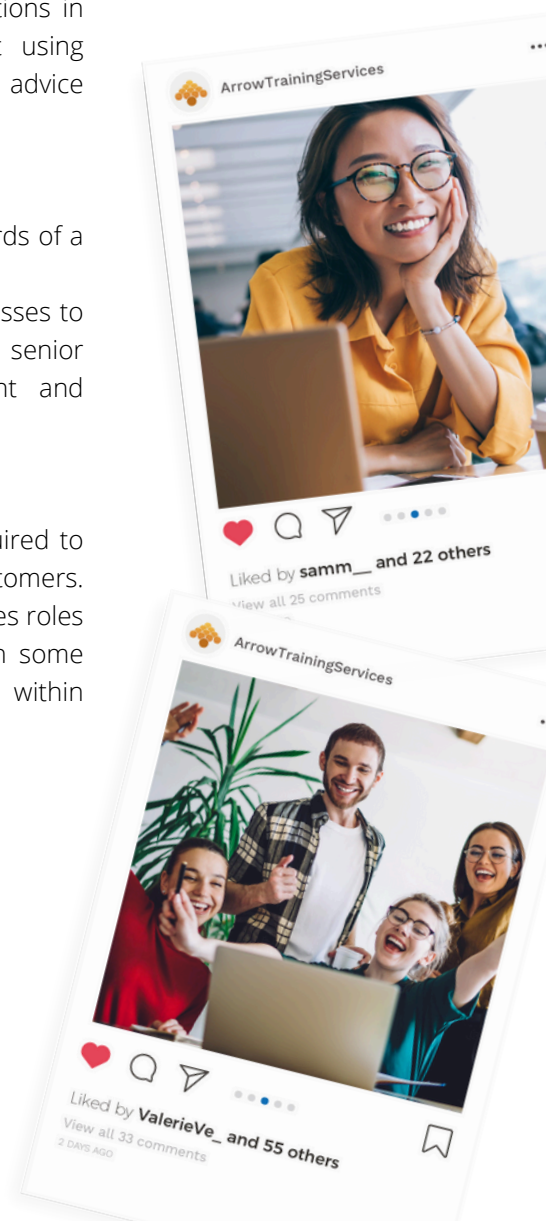
BSBINS309 Maintain business records

This unit describes the skills and knowledge required to maintain the records of a business on an operational basis.

The unit applies to individuals who follow established guidelines and processes to carry out their work. They work under supervision or in consultation with senior staff or system users to support effective information management and governance practices across the organisation.

SIRXPDK001 Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers. This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.





OUR PROMISE

Arrow
Training
Services?

We are passionate about preparing students to undertake employment in Business!

We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse business environments.

Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a business role. Completion of this course does not guarantee an employment outcome.

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1300 737 977

CONTACT FORM



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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.

