

# BSB30115

## CERTIFICATE III

### IN BUSINESS



Making career development easy



## OVERVIEW

This qualification reflects the role of individuals to undertake 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 support to the team in New South Wales.

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 NSW Smart and Skilled Program.

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 or working in NSW
- No longer be at school or equivalent.

*This training is subsidised by the NSW Government.*

### Total student fee:

Exemption \$0 Concession \$240

First Qualification \$1,320 Second Qualification \$1,580

## **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

**BSBPRO301**

Recommend products and services

**BSBFLM309**

Support continuous improvement systems and processes

**BSBDIV301**

Work effectively with diversity

*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.