

Certificate III in Business BSB30115

The Certificate III in Business course introduces you to business technology, word processing and creating spreadsheets, customer relationships, customer service and safe work practices.

The course has been developed against national criteria and contemporary business administration requirements. Whether you are working in the business environment or preparing to work, this course will offer the opportunity to practise the knowledge and skills that will form the basis of a successful career in business.



As you progress through the course, you will gain valuable insights into how business and customer service interact by completing practical real-life activities and implementing your new skills in the workplace.

We ask that each workplace allocates a mentor to their Certificate III learner and we, the training provider, interact with both. We offer in-centre workshops, online e-learning, self-paced workbooks or a combination of these, known as a blended learning approach. We offer you self-paced study days where you can come and complete your assessments using our facilities; or if your choice is completely self-paced, your trainer will visit you in the workplace.

For the Certificate III in Business, you complete 12 nationally recognised units, including one mandatory core unit for workplace WHS.

You choose 11 elective units for your Certificate III in Business qualification from the units listed on the following page. One of our Training and Assessment Consultants can come and visit you to help you make your choice.

All the units listed below are available to be completed using the self-paced workbooks in hard copy or online. The units colour coded in blue, are also offered as incentre workshops in our training rooms, conveniently located in Liverpool Street Hobart. Timetables are available for incentre workshop dates

BSBWHS302	Apply knowledge of WHS legislation in the workplace (mandatory core unit)
BSBADM307	Organise schedules
BSBCUS301	Deliver and monitor a service to customers
BSBCMM301	Process customer complaints
BSBWOR301	Organise personal work priorities and development
BSBDIV301	Work effectively with diversity
BSBPRO301	Recommend products and services
BSBITU304	Produce spreadsheets
BSBITU302	Create electronic presentations
BSBINN301	Promote innovation in a team environment
BSBWRT301	Write simple documents
BSBITU306	Design and produce business documents
BSBFIA303	Process accounts payable and receivable
BSBINN201	Contribute to workplace innovation

The following units, colour coded with red, are offered as self-paced either online or using a hardcopy workbook:

BSBADM311	Maintain business resources
BSBFIA301	Maintain financial records
BSBFLM303	Contribute to effective workplace relationships
BSBFLM305	Support operational plan
BSBFLM309	Support continuous improvement systems and processes
BSBFLM311	Support a workplace learning environment
BSBFLM312	Contribute to team effectiveness
BSBINM301	Organise workplace information
BSBITU301	Create and use databases
BSBITU303	Design and produce text documents
BSBITU305	Conduct online transactions
BSBITU309	Produce desktop published documents
BSBPUR301	Purchase goods and services
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBFIA302	Process payroll
BSBFIA304	Maintain a general ledger