

BSB30110

Certificate III in Business

The Certificate III in Business reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice to support a team. Participants will learn a broad range of skills including how to produce business documents and spreadsheets, work in a team and about contemporary workplace issues.



Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Customer Service Operator
- Customer Service adviser
- General clerk
- Administration assistant
- Payroll Officer
- Typist
- Word processing operator

Pathways

Pathways from the Certificate III in Business include, BSB40207 Certificate IV in Business or a range of other Certificate IV qualifications.

Duration

The course will be delivered three (3) days per week over four (4) weeks.

9.30am—3.30pm each day

Pre-requisites

There are no prerequisites for entry to this qualification.

Learning Outcomes

- Recognise and implement business improvement procedures
- Learn techniques to understand and identify customer needs more effectively
- Develop personal productivity/time management skills
- Develop IT skills to create documents, spreadsheets and presentations

Program Benefits

- Nationally accredited program
- Flexible delivery methods
- Fun, effective, supportive learning environment

Units of Competency

The Certificate III in Business is comprised of twelve (12) units of competency, one (1) core unit and eleven (11) elective units.

Below is a sample course outline:

Core Unit

- BSBOHS301B: Apply knowledge of OHS legislation in the workplace

Elective Units

- BSBDIV301A: Work effectively with diversity
- BSBCUS301A: Deliver and monitor a service to customers
- BSBADM311A: Maintain business resources
- BSBINM301A: Organise workplace information
- BSBWOR301A: Organise personal work priorities and development
- BSBFLM303C: Contribute to effective workplace relationships
- BSBINN301A: Promote innovation in a team environment
- BSBCMM301A: Process customer complaints
- BSBITU302B: Create electronic presentations
- BSBITU303A: Design & produce text documents
- BSBITU304A: Produce spreadsheets

All Interskills programs cover the below topics within the course structure:

- Positive presentation
- Interview skills
- Motivation
- Goal setting

Recognition of Prior Learning

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside of the formal education and training system, against the requirements of a qualification.

RPL could provide employees with a full or part qualification and avoid replication of training; it can also be used as a tool to identify what further training an individual may need to gain a qualification.

Assessment

The Certificate III in Business uses a range of practical and workplace (or simulated workplace) assessment activities. As per Australian Quality Training Framework (AQTF) requirements for competency based training, the assessment criteria for this course will be based on both informal and formal processes.

The assessment methods used during the course will include:

- Practical group exercises
- Group discussions
- Work based assignments / projects

Please note that some assessment activities are completed outside of the workshop sessions.

Course Dates

Visit www.interwork.com.au for the latest course schedule or call us on (08) 8416 6500.

Course Cost

\$2,000 per person

Venue

Interskills
Ground Floor, 32-56 Sir Donald Bradman Drive
Mile End

Booking Details

Phone: (08) 8416 6500
Fax: (08) 8416 6530
Email: interskills@interwork.com.au