

# BSB30120 Certificate III in Business



## COURSE OVERVIEW

Certificate III in Business is the ideal course for you – if you're looking to start out in an entry-level business or administration role, or if you're just wanting to improve your digital technology skills.

This nationally recognised business qualification will equip you with the practical skills and essential knowledge to make you a valuable asset in a variety of workplaces!

## CAREER PATHWAYS

Employment opportunities may include work in the following areas:

- Data Entry Officer
- Receptionist
- Office Administrator
- Administration Assistant
- Customer Support Officer
- Cashier / Retail Shop Assistant

## COURSE DETAILS

### Qualification

BSB30120 Certificate III in Business

### Duration

12–18 months (depending on your weekly participation). This will be outlined in your Individual Learning Plan.

### Start Date

You can start our course at any time throughout the year.

### Locations

- Darwin
- Alice Springs
- Tennant Creek
- Katherine
- Cairns
- Atherton
- Mossman
- Palm Cove
- Innisfail

### Entry Requirements

Completion of a digital literacy skills assessment prior to enrolment.

### Delivery Mode

Flexible delivery options are available. You must be committed to attend face to face classes or regular virtual lessons with your trainer. STEPS want to ensure you get the best possible experience – all students are provided with an Individual Learning Plan, to help you stay on track.

### Fees

Eligible jobseekers can now access free training through the Skills for Education and Employment (SEE) program to study a BSB30120 Certificate III in Business.

# BSB30120 Certificate III in Business

## WHAT WILL I LEARN?

When studying this qualification, you will learn how to:

- Confidently use digital technology
- Design business documents
- Communicate effectively and problem solve
- Organise information
- Engage with customers and provide outstanding customer service

The BSB30120 Certificate III in Business is made up of 6 core units and 7 elective units.

### Core Units:

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
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication

### Elective Units:

BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC301	Design and produce business documents
BSBPEF301	Organise personal work priorities
BSBWRT311	Write simple documents
BSBPEF302	Develop self-awareness
BSBOPS304	Deliver and monitor a service to customers

## ELIGIBILITY

Jobseekers will need to meet the standard eligibility criteria under the SEE program. If enrolling in an online mode, you will also require:

- Home internet connection and computer with webcam
- Adequate digital literacy skills to participate in online learning
- Reside in the regions of Darwin, Alice Springs (NT) or Cairns (QLD). Check with your local office for more information.

For a complete summary on eligibility\*, visit SEE Eligibility Criteria: <https://www.dese.gov.au/skills-education-and-employment/resources/see-eligibility-criteria>

## RECOGNITION OF PRIOR LEARNING

You may be eligible for credit towards your qualification based on previous workplace skills or study. Contact us to find out if you are eligible at [training@stepsgroup.com.au](mailto:training@stepsgroup.com.au)

## WHY STEPS?

STEPS Education & Training offer training solutions that meet real local market needs. Our courses are designed in consultation with local employers to improve our students' employment opportunities and on the job skills.

Our highly qualified trainers bring hands on industry experience to their role allowing you to feel confident that you are gaining the best workplace preparation possible.

## HOW DO I ENROL?

For more information about this course or to enrol phone us on **1300 131 965** or speak to your jobactive.



### For Further Information

Phone **1300 131 965** or email [training@stepsgroup.com.au](mailto:training@stepsgroup.com.au)

[www.stepstraining.edu.au](http://www.stepstraining.edu.au)

