



Academy Of Training

## BSB30115 Certificate III in Business

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

### Course Features

- *Nationally Recognised Qualification*
- *Industry Experienced Trainers*
- *Opportunity to develop skills On the Job and Off the Job*

### Employment outcomes

- *Customer service adviser*
- *Data entry operator*
- *General clerk*
- *Word processing operator*



### Entry Requirement- candidates

- Must have suitable Language and Numeracy Skills
- Must have a Unique Student Identifier (USI) number

### Duration 16 Weeks with

- **14 weeks Face to Face delivery**
- **2 weeks of Work placement/work experience**
- **Smart And Skilled Funding available**
- ***Some fees apply. Please ask for quote***
- **To check for eligibility and to find out more please go to [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)**



# BSB30115 Certificate III in Business

Total number of units = 12

1 core unit

11 elective units

## Core Unit

BSBWHS302 Apply knowledge of WHS legislation in the workplace

## Elective Units

BSBADM311 Maintain business resources

BSBCMM301 Process customer complaints

BSBCUS301 Deliver and monitor a service to customers

BSBDIV301 Work effectively with diversity

BSFLM303 Contribute to effective workplace relationships

BSBFLM312 Contribute to team effectiveness

BSBINM301 Organise workplace information

BSBINN301 Promote innovation in a team environment

BSBITU303 Design and produce text documents

BSBPRO301 Recommend products and services

BSBWOR301 Organise personal work priorities and development