



BSB30115 Certificate III in Business

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Course Features

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

Employment outcomes

- **Customer service Manager**
- **Data entry operator**
- **Office Manager**
- **Word processing operator**



Entry Requirement- candidates

- Must have suitable Language and Numeracy Skills
- Must be able to receive 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**



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Total number of units = 10

1 core unit

9 elective units

Core Unit

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

BSBCUS401 – Coordinate implementation of customer service strategies

BSBCUS402 – Address Customer needs

BSBCUS403 – Implement customer service standards

BSBMKG413 – Promote products and services

BSBMKG414 – Undertake marketing activities

BSBITU401 – Design and develop complex text documents

BSBITA401 – Design databases

BSBWRT401 – Write complex documents

BSBITU306 – Design and produce business documents