



# BSB30120

## Certificate III in Business Fee for Service

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

- Flexible Delivery
- Nationally Recognised Qualification
- Industry Experienced Trainers
- Opportunity to develop skills

### Possible Employment Outcomes

- Administration assistant
- Information Officer
- Customer Service Officer
- Clerical Officer

### Entry Requirements

- Suitable Language and Numeracy Skills
- A Unique Student Identifier
- A computer or laptop with internet access

### Course Fees – Full Price

- Non-Concession: \$1794
- Concession: \$897
- Payment Plans available: 3 months / 6 months

### Course Details

- Duration: One year
- Delivery: 26 weeks Online via Zoom  
One Day per Week
- Location: Beenleigh, Online  
Contact us to confirm current classes





# **BSB30120**

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### **Unit Summary**

Total number of units = 13

6 core units

7 elective units

### **Core Unit**

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**

BSBTEC301 Design and produce business documents

BSBWRT311 Write simple documents

BSBPEF301 Organise personal work priorities

BSBXTW301 Work in a team

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBINS302 Organise workplace information





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## Certificate III in Business

### Fee for Service

#### Certificate 3 Guarantee Program – Additional Information

- If you meet the eligibility requirements for accessing the Certificate 3 Guarantee funding, you should be aware that after participating in this program you will not be able to access this funding again. Students who are not eligible for the Certificate 3 Guarantee Program can still undertake the course at a fee for service price. Payment Plans are available. Please contact us if you require a payment plan
- Within three months of completing your program you will be asked to complete a survey to track your satisfaction with this program and any employment outcomes.
- Download the Queensland Department of Education Certificate 3 Guarantee Program Student Fact Sheet from: <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

#### Credit Transfer or Recognition of Prior Learning (RPL)

- Recognition of Prior Learning (RPL) is a method of assessing your current skills and knowledge that may have been acquired through formal training and/or via informal learning such as work experience. Credit Transfer (CT) is the recognition of your formal training completed through another registered training organisation (RTO). Contact us if you are applying for Recognition of Prior Learning or Credit Transfer

#### Additional Course Information

- **Trainer** - This course offering will be delivered by Academy of Training (RTO #91215), in some cases with the assistance of our pre-approved training partners. Your Trainer will be experienced and accredited, both as a Trainer and an industry practitioner. They will be dedicated to providing you with skills and knowledge that will be valued by prospective employers, helping you gain employment.
- **Resources** - You will not be required to purchase or own any additional materials or equipment to complete the Face to Face component of the program - all training and assessment materials are provided. At the student's own cost, you will be required to purchase an AOT work placement uniform.
- **Support Service** - You will have access to your Trainer throughout the program for any educational support. You will also be screened in terms of language, literacy and numeracy (LLN) levels coming into the program and be supported in those areas according to your individual needs. Where we cannot provide sufficient support, you will be referred to a suitable program to develop those skills.
- **More information** - Download the Student Handbook from the AOT website to ensure you are fully informed of all relevant AOT policies, procedures and course information prior to your enrolment.
- **Contact us** - If you have further questions, please contact us on any of the details below.