

# Certificate III in Business

## Overview

The revised Certificate III in Business combines several previous qualifications such as general Business, Customer Engagement and Administration into one qualification where parts can be used to build the most appropriate qualification. A Certificate III in Business can be delivered as a general qualification or with a specialisation. We are currently able to deliver Business, Business (Customer Engagement) and Business (Administration) streams.

Individuals undertaking the course might be working in or working towards a broad set of roles requiring technology and business skills such as general office support, customer service agents, or clerical workers.

## Delivery and Structure

Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace-based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the BSB30120 Certificate III in Business, students are required to complete a total of thirteen (13) units of competency, comprising of either:

Business	(Customer Engagement)	(Administration)
- 6 core units	- 6 core units	- 6 core units
- 2 Group A Electives	- 2 Group A Electives	- 2 Group A Electives
- 1 Group B Elective	- 1 Group B Elective	- 1 Group B Elective
- 4 Electives* from Groups A B C D E G	- 4 Group D Electives	- 4 Group E Electives

\*General Business courses may contain up to 3 imported electives from another Certificate II, III or IV course where it is relevant to job role and that FTS is able to deliver on. Specialisation courses do not provide for imported units.

## BSB30120 Certificate III in Business



### Duration:

This course is typically delivered over 9-24 months



### Projects:

We believe that to get the most out of a training program, training should be applicable to the trainee's job role. Projects directly impact and relate to your business



### Workplace mentors:

A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



## Delivery Mode

Formal Delivery

Mentoring

Workplace Learning

### Formal Sessions

Workplace-based  
- face to face  
- online  
- correspondence  
- blended

### As needed

Individual or group coaching sessions  
  
Application workplace based

### Continuous

Self paced  
Workbook or online  
Shadowing and observation  
On-the-job project facilitation and assessment

This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.



## Certificate III in Business

The Certificate III in Business has a wide number of units to select from. The below list doesn't cover all possibilities, but is instead a range of units that we believe give the best outcomes in the widest range of cases.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited to online/correspondence as a result.

### 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
BSBXC301	Engage in workplace communication

### Group A: Technology

BSBDAT201	Collect and record data
BSBOPS306	Record stakeholder interactions
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBWRT311	Write simple documents
BSBXCS302	Identify and report online security threats
BSBXCS303	Securely manage personally identifiable information and workplace information

### Group B: Business Competence

BSBOPS302	Identify business risk
BSBPEF301	Organise personal work priorities
BSBPMG430	Undertake project work
BSBSTR301	Contribute to continuous improvement

### Group C: Teamwork and Relationships

BSBCRT412	Articulate, present and debate ideas
BSBLDR301	Support effective workplace relationships
BSBPEF302	Develop self-awareness
BSBXTW301	Work in a team

### Group D: Customer and Client Engagement

BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
BSBXDB301	Respond to the service needs of customers and clients with disability
SIRXCEG002	Assist with customer difficulties
SIRXCEG005	Maintain business to business relationships
SIRXMKT001	Support marketing and promotional activities
SIRXOSM003	Use social media and online tools
SIRXPDK001	Advise on products and services

### Group E: Business Administration

BSBFIN301	Process financial transactions
BSBHRM416	Process payroll
BSBINS202	Handle receipt and dispatch of information
BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBPUR301	Purchase goods and services

### Group F: Records and Information Management

BSBINS302	Organise workplace information
BSBINS303	Use knowledge management systems
BSBINS307	Retrieve information from records
BSBINS308	Control records
BSBINS309	Maintain business records

For more information contact us directly, or visit us online

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NATIONALLY RECOGNISED  
TRAINING

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