



Flexible Training Solutions

RTO 6333

# 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.

For more information or to get started visit [www.flexibletrainingsolutions.com.au](http://www.flexibletrainingsolutions.com.au)

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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
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
BSBXC303	Securely manage personally identifiable information and workplace information

## Group B: Business Competence

BSBPEF301	Organise personal work priorities
BSBPMG430	Undertake project work
BSBSTR301	Contribute to continuous improvement

## Group C: Teamwork and Relationships

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
SIRXCEG002	Assist with customer difficulties
SIRXMKT001	Support marketing and promotional activities
SIRXPDK001	Advise on products and services

## Group E: Business Administration

BSBINS202	Handle receipt and dispatch of information
BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBPUR301	Purchase goods and services

## Group G: Records and Information Management

BSBINS302	Organise workplace information
BSBINS303	Use knowledge management systems
BSBINS309	Maintain business records



Published enrolment fees are available to view on our website at:

<https://flexibletrainingsolutions.com.au/funding/wa-jobs-and-skills-wa/>

For more information contact us directly, or visit us online

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NATIONALLY RECOGNISED  
TRAINING

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