



BSB30120

Certificate III in Business

This qualification leads to improved customer service, better work safety practices and increased knowledge on computers, documents and spreadsheets. It provides a pathway to further training and career development.

Duration: 12 months / **Training:** Wed 1:00pm - 5:30pm / 1 placement day per week
Employer: *Victorian Group Training Co Ltd.*
Registered Training Organisation: *The Management Edge (TME)*

“Happiness is the real sense of fulfilment that comes from hard work.”

-Joseph Barbara

Course Units

| Code | Name |
|-----------|--|
| BSBCRT311 | Apply critical thinking skills in a team environment |
| BSBOPS304 | Deliver and monitor a service to customers |
| BSBOPS305 | Process customer complaints |
| BSBPEF201 | Support personal wellbeing in the workplace |
| BSBPEF301 | Organise personal work priorities |
| BSBPEF302 | Develop self-awareness |
| BSBSUS211 | Participate in sustainable work practices |
| BSBTEC201 | Use business software applications |
| BSBTWK301 | Use inclusive work practices |
| BSBWHS311 | Assist with maintaining workplace safety |
| BSBWRT311 | Write simple documents |
| BSBXCM301 | Engage in workplace communication |
| BSBXTW301 | Work in a team |

*Jobs titles and pathways have been included as a guide only - contact your local school for more information. This course does not guarantee entry into higher education or university study or a employment outcome at the completion of a SbAT/VETiS. Information about pathways can be obtained from this website <https://www.aapathways.com.au/>





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Career Pathways Chart

Example Pathways*

Certificate III Level

- Word Processor
- General Clerk
- Receptionist
- Junior Personal Assistant
- Accounts Payable Clerk

Certificate IV Level

- Administrator
- Project Officer
- Team Leader (Contact Centre)
- Executive Personal Assistant

Diploma

- Executive Officer
- Administration Manager

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