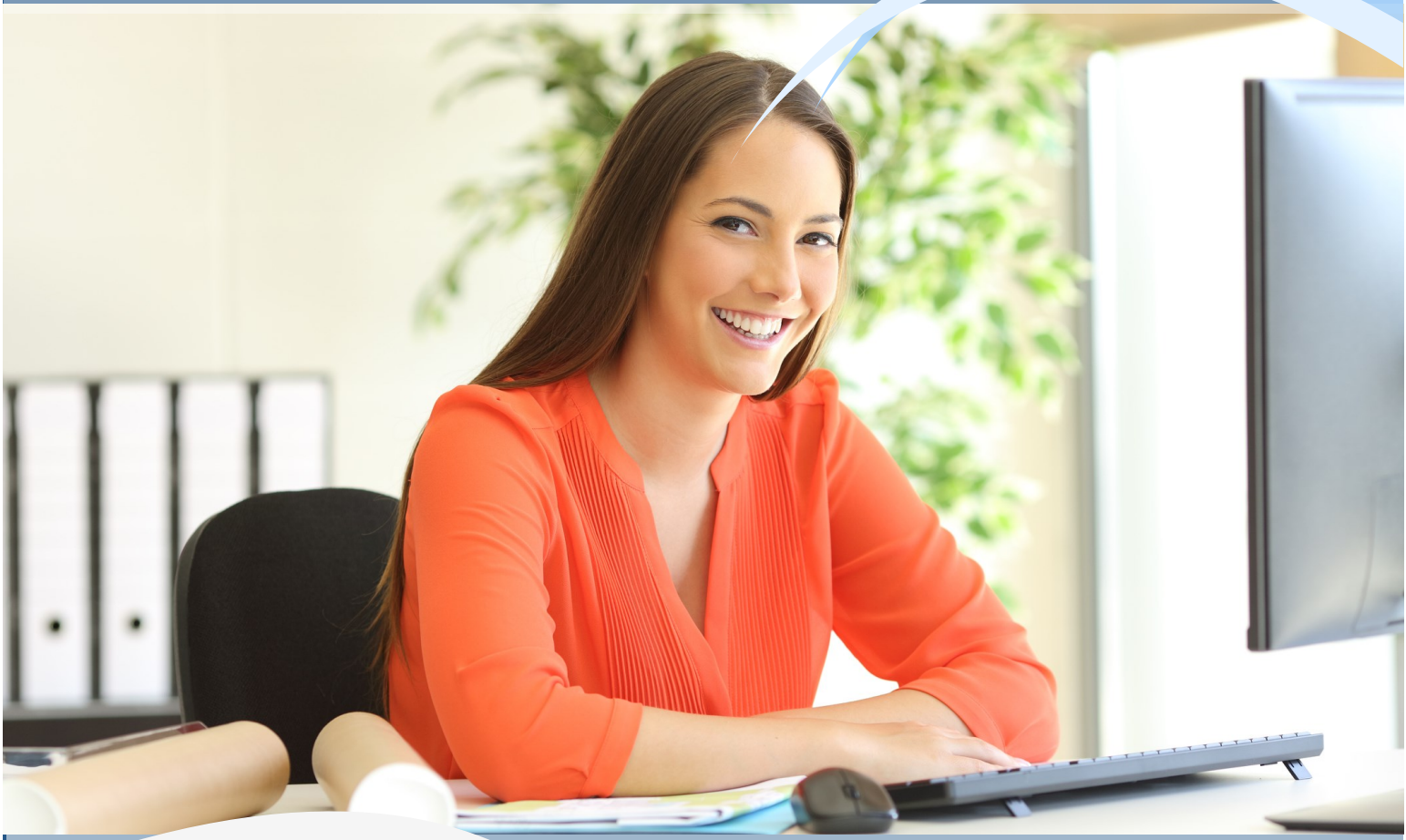


# BSB30120 Certificate III in Business



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RTO No 40467

Course Brochure



## BSB30120 Certificate III in Business

### Course Overview

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

### Career Opportunities

- Customer Service Advisor
- Receptionist
- Administration worker

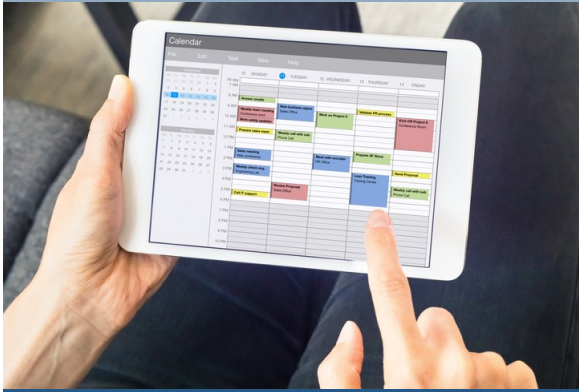
### Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).



### Key Outcomes

- Apply critical thinking skills to generate solutions to workplace problems in a team environment.
- Manage an ongoing relationship with a customer over a period of time including helping customers articulate their needs and managing networks to ensure customer needs are addressed.
- Measure, support and find opportunities to improve the sustainability of work practices.
- Interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.
- Assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.
- Communicate (through written, oral and nonverbal form) in the workplace within an industry. Ability to encourage and support innovation in a team environment.
- Manage appointments and diaries for personnel within an organisation including using manual and electronic diaries, schedules and other appointment systems.
- Receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.
- Design and produce electronic presentations using various applications and platforms.
- Design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.
- Select and use software and organise electronic information and data.
- Organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.
- Plan, draft and finalise a simple document.



## Volume of Learning

Learners should expect a duration between 1 to 2 years to meet the requirements of BSB30120 Certificate III in Business, which is consistent with the AQF volume of learning indicators for a Certificate III qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning

For detailed information on your course, fees and charges, eligibility for any Federal or State funding, relevant student policies and procedures and to view the student handbook, please visit our website at [www.dynamiclearningservices.com.au](http://www.dynamiclearningservices.com.au) or contact Dynamic Learning Services on 02 4365 0040.



There are 13 units in the BSB30120 Certificate III in Business. These are divided into 6 core unit and 7 electives units.

The units in the Dynamic Learning Services program are listed below:

### **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

### **Elective Units**

- BSBOPS303 Organise Schedules
- BSBINS302 Organise workplace information
- BSBTEC303 Create electronic presentations
- BSBTEC301 Design and produce business documents
- BSBTEC201 Use business technology
- BSBPEF301 Organise personal work priorities
- BSBWRT311 Write simple documents

### **Assessment**

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

### **Entry Requirements**

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

### **Pathways**

Qualifications that may be considered after successful completion include:

- BSB40120 Certificate IV in Business
- BSB40520 Certificate IV in Leadership and Management

