



One size, doesn't fit all for workplace training & adult education.



BSB30120 Certificate III in Business



Dynamic Learning Services Pty Ltd
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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.



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.

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CAREER OPPORTUNITIES

- Customer Service Advisor
- Receptionist
- Administration worker

QUALIFICATION PATHWAYS

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

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)
- 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).

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

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.

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.

Course Fees

Your course fee includes the delivery and assessment of your qualification, your study materials (including all resources) and on-going support from our training team.

Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at www.dynamiclearningservices.com.au or contact Dynamic Learning Services 02 4365 0040.



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.

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Core Units

BSBCRT311	Apply critical thinking skills in a team environment	Core
BSBPEF201	Support personal wellbeing in the workplace	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBTWK301	Use inclusive work practices	Core
BSBWHS311	Assist with maintaining workplace safety	Core
BSBXCM301	Engage in workplace communication	Core

Elective Units

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

Why study with Dynamic Learning Services?

It's not just a nationally accredited qualification you will receive, it's a mindset for success and support to see you through to your qualification.

Here at Dynamic Learning Services, we are committed to excellence. High quality course content that is up to date with industry and business needs today, along with flexibility in how you study with us.

We value that there is strength in diversity. 'One size doesn't fit all'.

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