



BSB30115 Certificate III Business

Behind every great business is a well organised office administrator. If you have a flair for organisation and are a great communicator, a career in business administration could be a great choice for you. Opportunities in business administration exist in almost every industry, from corporate to not-for-profit organisations, as well as in small and medium sized businesses.

Who is the course for? ▼

This course is designed to give participants office and computer skills needed to work in a professional business environment. Students develop the specialist skills necessary when working in an office environment, specialisation with customer engagement.

Course Overview ▼

- ✓ Online learning resources available 24/7
- ✓ Monthly electronic contact with a trainer i.e. zoom, phone, email
- ✓ Monthly trainer support class via zoom
- ✓ Quarterly face to face workplace visits (2-4 hrs)
- ✓ Dedicated trainer with 1-1 support (if required)
- ✓ Group catch up sessions via zoom every 6 months
- ✓ Assessments consists of a combination:
 - ✓ Multiple choice quizzes
 - ✓ Short answer assessments
 - ✓ Case studies
 - ✓ Observation practical assessments
 - ✓ Workplace projects
- ✓ Delivered over 12 months

Get in touch

 **1300 659 557**

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Course Outline ▼

The BSB30115 Certificate III Business includes training and assessment in the following units of competence:

Code	Title	Unit Type
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Core
BSBPRO301	Recommend products and services	
BSBCMM301	Process customer complaints	
BSBCUS301	Deliver and monitor a service to customers	
BSBCUS402	Address customer needs	
BSBFLM305	Support operational plan	
BSBWOR301	Organise personal work priorities and development	
BSBINN301	Promote innovation in a team environment	
BSBFLM309	Support continuous improvement systems and processes	
BSBFLM303	Contribute to effective workplace relationships	
BSBFLM312	Contribute to team effectiveness	
BSBWRK311	Develop self-awareness	

Outcomes ▼

Students who successfully complete this course will be awarded the nationally accredited BSB30115 Certificate III Business.



RTO# 6372

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