



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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