

Certificate III in Business

(BSB30107)

Course Overview

The Certificate III in Business reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Possible job titles relevant to this qualification include Customer Service Advisor, Data Entry Operator, General Clerk and Payroll Officer.

Training can include (but is not limited to) innovation, MYOB, finance, spreadsheets, business documents and effective work practices.



Subject Selection

This course has a high degree of flexibility when selecting units for the training plan. In addition to the core OH&S unit, elective units can be selected from a vast range of subject areas including:

- Customer Service
- Innovation
- Customer Complaints
- IT Use
- On-line Transactions
- Financial Records
- Environmental Practices
- Workplace Effectiveness



Target Group

This course is aimed at employees in an administration role with no qualifications.

Delivery Method

NEVC can provide training via numerous methods:

- Classroom setting
- On-line learning*
- Project-based
- Combination of methods

* Training can be delivered on-line, wherever an Internet connection is available, with no classes to attend and no lost time at work. On-line delivery is supported by a mentor (phone & email contact).



Term of Training Contract

12 months

Cost

Subject to individual eligibility, course costs can often be fully met through government funding. Enquire for further details.



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Certificate III in Business (BSB30107)		
Unit Code	Unit Title	Nominal Hours
Core Units (1 required)		
BSBOHS201A	Participate in OHS processes	20
Electives (11 required)		
BSBCUS301A	Deliver and monitor a service to customers	35
BSBDIV301A	work effectively with diversity	30
BSBADM311A	Maintain business resources	15
BSBINM301A	organise workplace information	30
BSBINN301A	promote innovation in a team environment	40
BSBCMM301A	process customer complaints	30
BSBITU306A	design and produce business documents	80
BSBPUR301B	purchase goods and services	60
BSBWOR301A	organise personal work priorities and development	30
BSBWRT301A	write simple documents	30
BSBITU302A	create electronic presentations	20
Total		420

Incentive Information

Australian Apprenticeships (Trainee or Apprentice)

Investing in training through an Australian Apprenticeship can provide your business with real advantages. Benefits include:

- solutions to staff development
- staff who are trained with industry relevant skills and knowledge
- receiving financial incentives (conditions apply)

A wide range of financial incentives may be available to employers who employ an eligible Australian Apprentice.

Australian Government Australian Apprenticeships Incentives Program

Standard Commencement, Recommencement and Completion incentives may apply:

\$ 1,500 - For commencement in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 750 - For recommencing in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 2,500 - For successful completion in an approved Certificate III, IV, Diploma or Advanced Diploma

A range of further incentives may also be available depending on individual circumstances.

Further details can be obtained by calling 13 38 73 or visiting www.australianapprenticeships.gov.au.