

Course Details:

BSB30120 Certificate III in Business

Course Aims

This course provides students with knowledge and skills across a variety of business services areas. 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..

Course Delivery

Location and Times

Year 1 & 2 (combined class):

Cire Services, Level 1, 7-9 John Street, Lilydale. Wednesday 1:00pm - 4:30pm

Mode of Delivery: Classroom based.

Duration: 2 years part time

On successful completion of this program the student will achieve:

Credit towards VCE, VCE VM, VPC and Intermediate VCAL

All VET in school programs contribute units towards VCE and VCE VM. To confirm the number of units and if the program has a scored assessment and therefore a study score, please refer to the following VCCA Get VET resource:

[VCE-VET-program-chart.pdf](#)

Further information can be found on the VTAC website: www.vtac.edu.au and/or www.vcaa.vic.edu.au

Qualification: A nationally recognised qualification: **BSB30120 Certificate III in Business.**

Additional Requirements/ Information:

Name of RTO & Provider of Qualification:

Cire Services

TOID: 4150

RTO Student Information:

Please refer to www.mullumvetcluster.com.au for student rights and responsibilities while on campus.

OHS / Personal Protective Equipment: N/A

Excursions: NA

Work Placement: NA

Other: They also complete the pre-course review including the LLN Tool and achieve the Australian Core Skills Level of 3. At this level, students may either work alongside an expert/mentor where prompting and advice can be provided or may work with an expert/mentor where support is available if requested.

Future Pathways and Opportunities:

Complementary studies:	<ul style="list-style-type: none"> Business Studies 		
Pathways:	<ul style="list-style-type: none"> Certificate IV in Business (Administration) Certificate IV in Business (Operations) Certificate IV in Accounting and Bookkeeping 		
Possible Future Career Opportunities:	<ul style="list-style-type: none"> Customer Service Roles Junior Personal Assistant 	<ul style="list-style-type: none"> Office Assistant Data Entry 	<ul style="list-style-type: none"> Receptionist

Units of Competency:

Year 1: Competencies covered in the first year:

Unit Code	Unit Name	Nominal Hours	Core/Elective
BSBCRT311	Apply critical thinking skills in a team environment	40	C
BSBPEF201	Support personal wellbeing in the workplace	50	C
BSBSUS211	Participate in sustainable work practices	20	C
BSBXCM301	Engage in workplace communication	40	C
BSBOPS304	Deliver and monitor a service to customers	35	E
BSBOPS305	Process customer complaints	30	E
Total nominal hours		215	

Year 2: Competencies covered in the second year:

Unit Code	Unit Name	Nominal Hours	Core/Elective
BSBTWK301	Use inclusive work practices	30	C
BSBWHS311	Assist with maintaining workplace safety	40	C
BSBTEC404	Use Digital Technologies to collaborate in a work environment	50	E
BSBTEC301	Design and produce business documents	80	E
BSBPEF301	Organise personal work priorities	30	E
SIRXCEG002	Assist with customer difficulties	40	E
SIRXMK001	Support Marketing and promotional activities	30	E
Total nominal hours		270	

