
BSB30120 Certificate III in Business



LEAD RTO #6022



Course Overview

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.

Who could enrol:

This course is suitable for a variety of learners such as people:

- who would like to obtain new skills and knowledge, including those who are changing careers
- who wish to obtain a qualification in order to obtain employment in a business service job role
- are employed within a business service job role and wish to gain a qualification and/or have their skills recognised.

Potential Career Outcomes:

- Clerk
- Receptionist
- Data Entry Operator
- Accounts Payable Clerk
- Junior Personal Assistant
- Office Administration Assistant
- Office Assistant



BSB30120 - Certificate III in Business

This qualification includes 13 units of competency which comprises of 6 core and 7 elective units.

Elective units have been carefully selected based on the industry consultation to ensure the learners achieve the desired vocational outcomes of the course.



ELECTIVES MAY CHANGE DEPENDING ON YOUR TRAINING NEEDS

CORE:

01. BSBCRT311 - Apply critical thinking skills in a team environment
02. BSBPEF201 - Support personal wellbeing in the workplace
03. BSBSUS211 - Participate in sustainable work practices
04. BSBTWK301 - Use inclusive work practices
05. BSBWHS311 - Assist with maintaining workplace safety
06. BSBXCM301 - Engage in workplace communication

ELECTIVES

07. BSBWRT311 - Write simple documents
08. BSBTEC302 Design and produce spreadsheets
09. BSBPEF301 - Organise personal work priorities
10. BSBOPS304 - Deliver and monitor a service to customers
11. BSBOPS305 - Process customer complaints
12. BSBPUR301 - Purchase goods and services
13. BSBINS309 - Maintain business records

Note: Electives can be changed to meet your training needs.



Overview of Training

Study Commitment:

Students are required to complete a minimum of 1 unit/month or as directed by your training plan. You will need to undertake a pre-determined number of training hours per month to complete both the theory and practical elements of the qualification.

Duration:

15 months (or according to your training plan)

Delivery Method:

Training is a blended mode including a mixed mode of face-to-face learning in virtual classrooms, self-directed online learning activities and student support sessions.

Assessment Methods

Written Assessments, Practical Assessments, Role Plays, Case Studies, Projects and Workspace Observations.

Requirements:

- 17 years+
- Completion of Language, Literacy & Numeracy test & Digital Literacy questionnaire (see over)
- Year 10 or equivalent or completed a Certificate II or higher level qualification

USI Number:

Valid USI number is required. Ask us if you require any assistance in creating it on your behalf or go to <https://www.usi.gov.au>

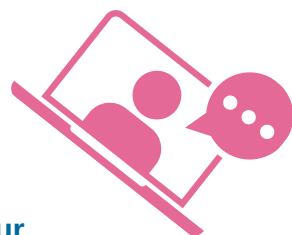
Other requirements

- Valid and current email address



Interactive Training

- Custom-built learning platform.
- Interactive Learning
- Trainer Support
- Student Support throughout your training

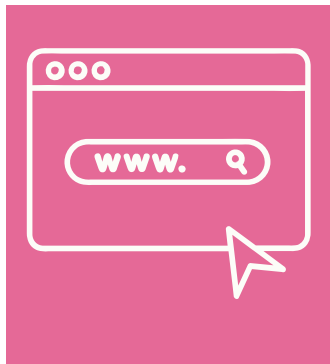


Becoming a Student with LEAD RTO

Here is a quick guide to help you decide if LEAD is the right RTO for you

LEAD RTO is a small RTO working across all States and territories in Australia.

LEAD has State and Territory funding contracts in NSW and the ACT. Depending on the funding cycle student may be eligible for subsidised training. Always talk to the LEAD team about you individual circumstances regarding available subsidies.



You will need the following:

- A computer/laptop or Tablet with keyboard.
- Secure internet connection
- Digital literacy - ability to use simple databases and download/upload additional forms.
- Unfortunately, our qualifications cannot be completed on a phone device.



Enrolment Process:

- Completion of relevant enrolment form for the qualification a student is enrolling in
- Completion of a Language Literacy and Numeracy test
- Completion of a Digital Literacy questionnaire.
- Completion of a Pre training questionnaire.



Commencement of Study:

- Once you enrol with LEAD RTO you will be provided with Learning and Assessment material via our online learning hub aXcelerate.
- You will be assigned a Trainer who will work with you throughout your Training. Additionally you have Student support services.

Payment Options

LEAD RTO are pleased to offer our student flexibility in how they may pay their fees.

We tailor our fee-for-service model based on individual circumstance, so please reach out to us for more information.

You have the flexibility to make payments as per an agreed amount and duration. Please note that LEAD RTO does not accept any payment of fees over \$1500 at a time.

FUNDED PROGRAMS:

If you enrol under a government subsidised option, your fees will be in accordance with the funding requirements as defined by the relevant funding body. Please speak to the enrolment officer for further details. More information can be found below:

[NSW Smart & Skilled](#)
[ACT - Skilled Capital](#)

Reach out to
our team today.

 02 4934 9930

 training@leadrto.asn.au

 www.leadrto.asn.au



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This training is subsidised by the NSW Government
*Eligibility Criteria applies