
Certificate III in Business (BSB30101)

Course Overview

This course is designed to provide participants with the knowledge to perform a range of intermediate administrative skills in the areas of information technology, communication, teamwork and record keeping, particularly in customer services in a small to medium sized enterprise.

Underpinning skills

Equivalent to Certificate II in Business

Course Length

Full-time participants: 20 weeks maximum
Average contact hours: 24 hours per week

Study Pathways

As a graduate of this course, you are eligible to enrol in:

- Certificate IV in Business
- Certificate IV in Business Administration

Career Opportunities

Graduates will gain the skills and knowledge to undertake administrative roles such as:

- Personal Assistant
- Administrative Assistant
- Receptionist

Course Accreditation

All courses are accredited and aligned with national competency standards. Full-time students may apply for Youth Allowance, AUSTUDY or ABSTUDY.

Course Content

You are required to complete 12 units. This must include a minimum of 8 units from the Common Business units listed below and 4 units from the Business Services Training Package

Common Units - 8 units required		Nominal Study Time
BSBCMN301A	Exercise initiative in a business environment	20 hours
BSBCMN302A	Organise personal work priorities and development	30 hours
BSBFLM303A	Contribute to effective workplace relationships	40 hours
BSBCMN304A	Contribute to personal skill development and learning	30 hours
BSBCMN305A	Organise workplace information	20 hours
BSBCMN306A	Produce Business Documents	40 hours
BSBCMN307A	Maintain Business Resources	30 hours
BSBCMN308A	Maintain Financial Records	60 hours
BSBCMN309A	Recommend Products and Services	30 hours
BSBCMN310A	Deliver and monitor a service to customers	40 hours
BSBCMN311A	Maintain workplace safety	40 hours
BSBCMN312A	Support innovation and change	40 hours
BSBCMN313A	Maintain environmental procedures	30 hours
BSBCMN314A	Utilise a knowledge management system	50 hours
BSBCMN315A	Work effectively with diversity	30 hours
BSBCMN316A	Process customer complaints	30 hours
BSBCMN317A	Meet customer needs and expectations	35 hours
BSBCMN318A	Write simple documents	30 hours
Specialist Administration Units – 4 units required		Nominal Study Time
BSAMED301A	Use advanced medical terminology	40 hours
BSAMED302A	Prepare and process medical accounts	45 hours
BSBADM302A	Produce text from notes	30 hours
BSBADM303A	Produce texts from audio transcription	30 hours
BSBADM304A	Design and develop text documents	50 hours
BSBADM305A	Create and use databases	25 hours
BSBADM306A	Create electronic presentations	20 hours
BSBADM307A	Organise schedules	15 hours
BSBADM308A	Process payroll	20 hours
BSBADM309A	Process accounts payable and receivable	40 hours
BSBADM310A	Maintain a General Ledger	20 hours