

future  
focused  
skills



# BSB30120 Certificate III in Business



# Course overview

This nationally recognised qualification helps you develop real workplace skills and launch your career in the business world.

## About the course

This course is designed for those seeking a career in business and administration across a broad range of industries.

Typical job roles related to the training may include administrative assistant, executive support, reception and customer service. You may even perform administrative tasks in specialist business areas such as human resources, marketing or finance.

The topics (units of competency) included in the course will assist you to develop skills to work in a team based setting.

This qualification may be completed by direct enrolment for self-development, or as part of a traineeship employment arrangement.

## Career pathways

You may choose to pursue administrative roles or seek take on additional responsibilities within your current role.

The program develops skills and knowledge in critical thinking, workplace practice and safety.

The career options are varied and can set you on a path to work in many industry in roles such as:

- Administration support
- Receptionist
- Customer service representative
- Data entry specialist
- Executive assistant

## Course features

- Delivered fully online
- Flexible study to fit in with work and life
- Support from a dedicated trainer with expertise in the the study discipline
- Ongoing student support through your study journey
- Affordable payment plan options

## Assessment

Assessment is designed to ensure you can apply skills and knowledge in practical workplace contexts.

Assessment methods may include:

- written knowledge questions
- workplace-based tasks or simulated activities
- projects and scenario-based activities
- development of workplace documents
- questioning and discussions

To achieve the qualification, you must be assessed as competent in all units of competency.

Where relevant, assessment activities may be completed in:

- your workplace
- a simulated business environment

Workplace evidence may include:

- documents you produce
- tasks completed in your role
- supervisor verification (where applicable)

## Course structure

MiTraining delivers this qualification with set electives for Business.

This course offers other elective streams including customer engagement, records management and administration which can be discussed through the application process.

Learners completing this qualification as part of a traineeship will be provided with a nominal timeframe for completion upon sign up with their employer. More information about undertaking a qualification as part of a traineeship can be found at [Australian Apprenticeships](#).

Unit Code	Unit Name	Type	Duration
BSBCRT311	Apply critical thinking skills in a team environment	Core	6 weeks
BSBPEF201	Support personal wellbeing in the workplace	Core	
BSBSUS211	Participate in sustainable work practices	Core	6 weeks
BSBTWK301	Use inclusive work practices	Core	
BSBWHS311	Assist with maintaining workplace safety	Core	6 weeks
BSBTEC301	Design and produce business documents	Elective	
BSBXCM301	Engage in workplace communication	Core	6 weeks
BSBPEF301	Organise personal work priorities	Elective	
BSBTEC302	Design and produce spreadsheets	Elective	6 weeks
BSBWRT311	Write simple documents	Elective	
BSBXTW301	Work in a team	Elective	6 weeks
BSBINS302	Organise workplace information	Elective	
SIRXCEG002	Assist with customer difficulties	Elective	3 weeks

## Duration

The duration of the qualification is 12 months full time but may also be completed part time in up to 24 months.

## Entry requirements

There are no formal prerequisite qualifications.

To enrol, learners must:

- have access to a computer and internet
- provide a Unique Student Identifier (USI)
- complete a Language, Literacy and Numeracy (LLN) assessment if the course is undertaken as part of a traineeship

Depending on the enrolment pathway, learners may require access to a workplace to support practical assessment activities.

## Recognition of Prior Learning

RPL is an assessment pathway that recognises your existing skills and knowledge. If you believe you are a suitable candidate for RPL please contact MiTraining for support with this process.

## Course fees

Visit [mitraining.edu.au/policies](http://mitraining.edu.au/policies) for information about course fees and to view policy information. Contact our helpful student support team to discuss enrolment options and intakes.

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