



APPRENTICESHIPS AND TRAINEESHIPS

BSB30120 - Certificate III in Business

Course Overview

Modern businesses are not just about boring paper jobs!

Start your exciting career and use this qualification to gain broad knowledge and practical skills to use across a range of business environments.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills.

Course Delivery

The BSB30120 - Certificate III in Business is delivered over 12 months.

Trainers will deliver training on the job with regular workplace visits.

Eligibility Criteria

To be eligible to receive subsidised training under the User Choice program you must:

- ✔ Be employed in an approved apprenticeship or traineeship; and
- ✔ Have entered a training contract for a qualification funded by the government; and
- ✔ Have selected a training provider that is a government-approved training provider (Skills Assure supplier) such as Aurora Training Institute.

AT A GLANCE



12 Months



On-The-Job
Delivery



Co-Contribution
Fee

CAREER OPPORTUNITIES

- Payroll Officer
- Customer Service Advisor
- Data Entry Operator
- Receptionist
- Customer Service Representative
- Records Clerk
- Administrative Assistant



Proud to be a Queensland Government
subsidised training provider



NATIONALLY RECOGNISED
TRAINING



Course Requirements

To achieve a BSB30120 - Certificate III in Business, 13 units must be completed including 6 core units and 7 elective units.

Core Units

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

Mandatory Elective Units (3 Units)

- BSBTEC201** Use business software applications
- BSBWRT311** Write simple documents
- BSBPEF301** Organise personal work priorities

Elective Units (4 Units)

Customer Engagement Specialisation

- BSBOPS304** Deliver and monitor a service to customers
- BSBOPS305** Process customer complaints
- SIRXCEG002** Assist with customer difficulties
- SIRXPDK001** Advise on products and services

Business Administration Specialisation

- BSBINS202** Handle receipt and dispatch of information
- BSBOPS301** Maintain business resources
- BSBOPS303** Organise schedules
- BSBPUR301** Purchase goods and services

Other Electives

Hospitality (Maximum of 3 hospitality units)

- SITHFAB021** Provide responsible service of alcohol
- SITHFAB025** Prepare and serve espresso coffee *
- SITHGAM022** Provide responsible gambling services
- SITXFSA005** Use hygienic practices for food safety
- SITXFSA006** Participate in safe food handling practices
- SITXINV006** Receive, store and maintain stock *

Business

- BSBINS302** Organise workplace information

Sport and Recreation

- SISXCAI003** Conduct non-instructional sport, fitness or recreation sessions
- SISXCAI004** Plan and conduct programs

* Prerequisite is SITXFSA005 - Use hygienic practices for food safety

User Choice Program

Under the User Choice program, the Queensland Government provides a public funding contribution towards the cost of training for eligible Queensland apprentices and trainees.

Aurora Training Institute is a Skills Assure supplier under this program for the delivery of this Certificate III qualification as a traineeship pathway for new and existing employees.

Students have only one opportunity for funding as an apprentice or trainee under the User Choice program. Apprenticeships and traineeships completed whilst attending school are not counted.

For more information on the User Choice program visit the Queensland Government website at

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

Co-Contribution Fee

The Co-Contribution Fee under the User Choice program is dependent on the elective choice. Fees are paid at a rate of \$1.60 per nominal hour. This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.

The contribution fee may be paid on behalf of the student, by their employer or a third party unrelated to Aurora Training Institute.