



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
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Sport and Recreation

SISXPLD002	Deliver recreation sessions
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* 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.