



## SCHOOL-BASED 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 12-18 months. Trainers will deliver training at school and/or on the job with regular workplace visits.

### Entry Requirements

- ✓ School Principal or authorised representative, must support and give approval for the SAT
- ✓ Some training and/or work must take place during school hours
- ✓ The employer, student and parent (if applicable and appropriate) must commit to the minimum paid work requirements
- ✓ The consent of the parent of guardian (if applicable and appropriate) is required where the student is under the age of 18

### Eligibility Criteria

- ✓ Student currently attending school (Years 10, 11 or 12)
- ✓ Student progressing towards the attainment of a QCE or equivalent and a vocational qualification

### AT A GLANCE



12-18 Months



On-The-Job  
Delivery



Up to 8 credits  
towards QCE

### CAREER OPPORTUNITIES

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



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subsidised training provider





## 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

### 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

#### 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

\* Prerequisite is SITXFSA005 - Use hygienic practices for food safety

### Mandatory Elective Units (3 Units)

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

#### Business Administration Specialisation

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

Business

- BSBINS302** Organise workplace information

Sport and Recreation

- SISXPLD002** Deliver recreation sessions

### 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 attending school have only one opportunity for funding as a school-based apprentice or trainee under the User Choice program.

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

When studying a School-based apprenticeship or traineeship you are exempt from paying co-contribution fees under the User Choice program whilst still at school but may be required to pay fees if the training contract is converted to full-time or part-time. Aurora Training Institute may advise you if exemptions apply.

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.