

# Certificate III in Business

## BSB30115



This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

**Common positions that may be suited with this qualification are:**

- < **Administration Assistant**
- < **Office Assistant**
- < **Office Worker**
- < **Data Entry Officer**

### **COURSE REQUIREMENTS:**

#### **DOMESTIC STUDENTS**

Training and assessments are conducted in English. A pre training intake interview will be conducted and each learner will undertake a Language, Literacy and Numeracy Assessment.

There are no pre-requisites or any other training package entry requirement to enrol in this course.

#### **INTERNATIONAL**

English requirements:

- must have an IELTS score of 5.5 or
- must have a TOEFL iBT score of 46 or
- must have a PTE Academic score of 42 or
- must have a Cambridge English Advanced (CAE) score of 47 or
- must have an OET score of pass

Completed year 11

#### **TRAINING DELIVERY:**

Classroom delivery: Face to face training and Practical Placement.

Please note that the assessment methods for this course includes Theory component and mandatory practical placement component of 120 hours. You must complete placement hours to be able to achieve the competency in the units and successfully complete the course

Virtual Classroom Delivery: Theory delivery via zoom & Face to Face practicals as required in the qualification

#### **DURATION:**

- Domestic: 52 weeks
- International: 52 weeks

**Domestic students:** ☎ 13 13 89

**International students:** 📞 +61 3 9450 0500

Please see over for Units of Study

# Units of Study



## Units of study

Students will need to complete 10 Units of Competency, consisting of: 1 Core and 11 Electives  
(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

CORE	
BSBWHS302	Apply knowledge of WHS legislation in the workplace
ELECTIVES	
BSBADM311	Maintain business resources
BSBCMM301	Process customer complaints
BSBCUS301	Deliver and monitor a service to customers
BSBINM301	Organise workplace information
BSBINM302	Utilise a knowledge management system
BSBINN301	Promote innovation in a team environment
BSBITU312	Create electronic presentations
BSBITU313	Design and produce digital text documents
BSBITU314	Design and produce spreadsheets
BSBVRT301	Write simple documents
BSBXTW301	Work in a team

## RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply to recognise your prior learning, work experience and course work towards this qualification.

Detailed information is available on the ETEA website [www.etea.edu.au](http://www.etea.edu.au)

## FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements, course duration, assessment methods, how to enrol, RPL, Credit Transfer, pathways etc. please visit our website at [www.etea.edu.au](http://www.etea.edu.au)

## GOVERNMENT FUNDING:

You may be able to access government funding if you meet the eligibility criteria.

To check if you are eligible visit [www.etea.edu.au](http://www.etea.edu.au)



**FURTHER INFORMATION**  
Visit our website or contact your  
closest office for further information.  
[www.etea.edu.au](http://www.etea.edu.au)



**ADELAIDE**  
Level 2 East, 50 Grenfell Street,  
ADELAIDE SA 5000  
PO Box 261, RUNDLE MALL SA 5000  
Tel: +61 8 8150 9500 Fax: +61 8 8150 9501

**MELBOURNE**  
Head Office  
Level 1, 113 Burgundy Street, HEIDELBERG VIC 3084  
PO Box 699, HEIDELBERG VIC 3084  
Tel: +61 3 9450 0500 Fax: +61 3 9450 0501

**PERTH**  
Unit 4, 78-84 Catalano Circuit  
Canning Vale WA 6155  
Tel: +61 8 6350 9400 Fax: +61 8 6350 9401

**SYDNEY**  
6 Fetherstone St.  
Bankstown NSW 2200  
Tel: +61 2 9260 0400 Fax: +61 2 9260 1194