



# BSB30120 **CERTIFICATE III IN BUSINESS**

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**BROCHURE AUS 2024**

# About this Course

The qualification BSB30120 Certificate III in Business reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## DURATION & COURSE STRUCTURE

Whilst this course is self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The course consists of 13 units comprising 6 core units and 7 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification includes and is made up of 4 modules, each containing multiple units of competency including:



# Course Content

## MODULE 1

BSBXCM301	Engage in workplace communication
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
BSBFIN301	Process financial transactions

## MODULE 2

BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
SIRXMKT001	Support marketing and promotional activities
BSBPEF301	Organise personal work priorities

## MODULE 3

BSBCRT311	Participate in sustainable work practices
BSBPEF201	Use inclusive work practices
BSBTEC404	Assist with maintaining workplace safety
BSBWRT311	Support marketing and promotional activities

# Course Duration & Delivery Information

This class is currently being offered in a face-to-face classroom setting.



## **FACE TO FACE CLASSES**

This mode involves attending and completing your learning and assessment materials at our Bankstown or Cardiff location. Once you have been booked into the program, you will receive a confirmation email that will cover:

1. Your course confirmation
2. Tax invoice
3. Reading materials
4. Relevant information

## How you will be assessed

Your training is competency based, meaning that you will need to provide evidence that you have met the required competencies.

This evidence will be generated and or collected by:

- Answers to questions
- Completion of tasks and projects (including research projects)
- Case Studies and Scenarios
- Simulated Scenario Assessments
- Phone Assessments (may be conducted by video link)

The result is that the assessor will assess your evidence and assess your competence. There is no such thing as “pass” or “fail” in this type of training, rather aiming to reach the required competency.

Modules are made up of Units, Units are attained by completing all the assessment and evidence requirements. Each assessment and evidence requirement for a Unit of Competency is marked as “Satisfactory” or “Not Satisfactory”.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.



## Outcome

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment in the following unit:

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Participants who exit the training program without completing all assessments will be issued with a Statement of Attainment for those units in which they have demonstrated competency on request.

# Other Important Information

## ENROLMENT

In order to undertake this, course you will be required to complete our Enrolment Form (available on the internet when booked for online/print correspondence, or in the classroom if booking for face to face classes).

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

It is important that when enrolling, you must ensure that you have read and understood the Just Careers Training Client/Participant Handbook and Terms & Conditions and that you have access to a copy of this document, which is downloadable from our website.

## FEE INFORMATION

Fee information for this course can be found on our website or from our office.

## RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby your present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented

does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments

## CREDIT TRANSFER (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

## PARTICIPANT SUPPORT

From the time you enquire until you have completed your course you will have the assistance and support of the Just Careers Training team. This includes qualified trainers who can take your call and/or emails and assist you where possible

## TERMS & CONDITIONS

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email should you book a course with Just Careers Training):

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

## ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

## PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

## COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.

## MORE INFORMATION

Refer to your Client/Participant Handbook or contact our Customer Service staff.

Just Careers Training Pty Ltd  
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