

BUSINESS SERVICES

BSB30120 Certificate III in Business

Version 23/3

COURSE DETAILS

| | |
|-----------------------|--|
| Hours | 240 hours |
| Type | Board Developed Course Category B |
| Duration | 2 years |
| Unit Value | 2 unit Preliminary 2 unit HSC |
| Extension | Yes at another RTO |
| HSC Exam | Yes |
| ATAR | Yes |
| Work Placement | Mandatory 70 hours |
| SBAT | Opportunity to complete a School Based Traineeship and gain credit towards the HSC |
| RECOGNITION | National and HSC Qualification |

ASSESSMENT

Assessment strategies may include:

- Direct observation of practical work
- Written questioning
- Structured tasks including scenarios and case studies
- Portfolios of evidence collated by students

FURTHER STUDY

- Certificate IV qualifications, for example:
 - Administration
 - Marketing
 - Human Resources
 - Business Sales
 - Diploma and Degree

CAREER PATHWAYS

Administration Officer, Administrative Assistant, Clerical Officer, Data Entry Operator, Information Desk Clerk, Office Assistant, Receptionist

DUTIES AND TASKS OF AN ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
- Operate a range of office machines such as photocopiers, computers and faxes
- File documents – electronic and hard copy
- Undertake other duties such as banking, credit control or payroll functions

STUDENT OUTCOMES for Certificate III in Business

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Business.



All statistics are supplied by the [National Centre for Vocational Education Research](#). **NOTE:** This course is more recent than the latest Student Outcomes Survey.

Further reading:

- <https://training.gov.au/Training/Details/BSB30120>
- <https://smartandskilled.nsw.gov.au/for-students/job-guides>
- <https://sbatinnsw.info/school-based-traineeships>
- <https://www.myskills.gov.au/courses/details?Code=BSB30120>

ABOUT

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.

The course will also assist students to develop higher level skills in the following areas:

- Communication
- Teamwork in a business environment
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)
- Deliver customer service



JOB ROLES

Individuals with this qualification are able to perform roles, such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance.

