



AUG20
RTOID#: 20855

BSB30115 CERTIFICATE III IN **BUSINESS (RELEASE 5)**



This Certificate III in Business course reflects the varied roles of individuals across different industry sectors, who are able to apply a broad range of competencies.

If you work as a business support person, this is the ideal course to bring you up to speed with the latest business and computing skills. It will help you become more efficient in your day-to-day operations and improve your confidence in dealing with business regulations. It is equally useful if you are already working in an office, but need an update with your business technology, writing, communication or computerised accounting skills.

DELIVERY

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

DURATION

Flexible study options with enrolments being valid for up to 12 months.

EMPLOYMENT

Career Pathways within this industry include:

- Accounts Clerk
- General Clerk
- Office Assistant
- Jnr. Personal Assistant
- Receptionist

UNITS OF COMPETENCY

Our program is structured with the following units of competency:

SEMESTER ONE

BSBCUS301 Deliver and monitor a service to customers
BSBCUE301 Use multiple information systems
BSBCUE307 Work effectively in customer engagement
BSBCUE309 Develop product and service knowledge for customer engagement operation
BSBWOR301 Organise personal work priorities and development
BSBCMM301 Process customer complaints

SEMESTER TWO

BSBWHS302 Apply knowledge of WHS legislation in the workplace
BSBADM311 Maintain business resources
BSBFLM303 Contribute to effective workplace relationships
BSBINM301 Organise workplace information
BSBWRT301 Write simple documents
BSBITU306 Design and produce business documents

ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via www.usi.gov.au

Students will also require:

- Access to a computer, tablet or smartphone
- Personal email address
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Access to the MS Office suite (or equivalent)
- Motivation and capability to study course material and complete assessment activities

PROGRAM COST

\$798 (GST free)

GETTING STARTED

Give us a call on 1300 471 660, email us on admin@keyinstitute.com.au or visit our website keyinstitute.com.au today.