

Course Overview

BSB30115 Certificate III in Business

There are endless possibilities in what you can achieve post – graduation. The interpersonal, computer and skills learned through this qualification will help you unlock your potential and future career. The BSB30115 Certificate III in Business will give you the qualification to open those doors.

Career Options

- Administration
- Reception
- General Office all rounder
- Accounts Department

About the Course

BSB30115 Certificate III in Business is a nationally accredited qualification and an industry endorsed program which has been created to provide training for people who are eager to advance their career in this exciting sector.

How long does the course take to complete?

We can tailor a training schedule to suit your work requirements with the minimum of one session per month.

Total duration of your course is:

- This course will be approximately 12 months in duration for full-time employees depending on RPL, Credit Transfer and individual needs of the learners.
- This course will be approximately 18 months in duration for part-time employees depending on RPL, Credit Transfer and individual needs of the learners.

We provide:

- A dedicated Business Trainer
- Course Material and Resources



Our Course

Entry Requirements

There are no prerequisites to gain entry in BSB30115 Certificate III in Business, however:

- It is preferable students have their own laptop
- Students must undertake a Language, Literacy & Numeracy (LLN) assessment so that the appropriate academic support can be sourced throughout the course

The Course

To achieve this qualification, you need to successfully complete 12 units of study. This course consists of 1 core unit plus 11 elective units.

Session	Unit Code	Units of competency
Better to be Safe	BSBWHS302	Apply knowledge of WHS legislation in the workplace
Cool Customers	BSBDIV301	Work effectively with diversity
	BSBPRO301	Recommend products and services
	BSBCUS301	Deliver and monitor a service to customers
How can we assist you	BSBCMM301	Process customer complaints
What's New Pussy Cat	BSBINN301	Promote innovation in a team environment
Get off the Procrastination Station	BSBWOR301	Organise personal work priorities and development
	BSBFLM312	Contribute to team effectiveness
Getting the hang of it	BSBWOR204	Use business technology
Formulas are fun	BSBITU314	Design and produce spreadsheets
Show it with style	BSBITU312	Create electronic presentations
Write to the point	BSBWRT301	Write simple documents



Better to be Safe

Core Unit

BSBWHS302: Apply knowledge of WHS legislation in the workplace

This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.

Cool Customers

BSBDIV301: Work effectively with diversity

It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

BSBPRO301: Recommend products and services

It applies to individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement and who may provide technical advice and support to a team.

BSBCUS301: Deliver and monitor a service to customers

It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

How can we assist you

BSBCMM301: Process customer complaints

It applies to individuals who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

What's New Pussy Cat

BSBINN301: Promote innovation in a team environment

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

Write to the point

BSBWRT301: Write simple documents

It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation

Getting the hang of it

BSBWOR204: Use business technology

It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility



Get off the Procrastination Station

BSBWOR301: Organise personal work priorities and development

This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.

BSBFLM312: Contribute to team effectiveness

It applies to individuals who play a prominent part in motivating, mentoring, coaching and developing team cohesion through team leadership and forming the link between the management of the organisation and the team members. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

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Our Promise

We are passionate about preparing students to take on roles in the business environment. All training is delivered by us! We do not have third parties delivering on our behalf. We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse business roles.

We have dedicated trainers who will deliver your training face to face in your workplace, so you are supported every step of the way. Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a business role.

Formulas are fun

BSBITU314: Design and produce spreadsheets

It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision.

Show it with style

BSBITU312: Create electronic presentations

It applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise or may be responsible for production of their own electronic presentations.

For more information,
give us a call at 1300 737 977