



Certificate III in Business (BSB30120)



Certificate III in Business is a nationally recognised qualification from the BSB Business Services Training Package. This course meets the legislated and regulatory standards for consistency, integrity and rigour set by the Australian Skills Quality Authority (ASQA), the Australian Qualifications Framework (AQF), and the Queensland Curriculum and Assessment Authority (QCAA).

Recommendation and course completion

Eligibility for candidature in the Certificate III in Business – Business Administration is assessed using a Language, Literacy and Numeracy (LLN) assessment tool, evidence of a B level of achievement or above in English and Mathematics, a workforce preparation for entry level employability skills interview, and study planning to meet required graduate standards and the certification timeline. This course is for Domestic students only.

Timing: The course is delivered from February of the first year, to the end of Term 3 the following year. TEIA, the course Registered Training Organisation (RTO), sets the final certification timeline.

Achievement

This course provides opportunities for trainees to enhance their employability skills, completing a range of business workplace tasks as business administration personnel, office staff and administration assistants. Graduates will have completed this tertiary AQF Level 3 course while in secondary school. They can add the qualification to their Curriculum Vitae. A graduate's study pathway may include a range of Business Certificate IV and/or Business Diploma pathways, or other tertiary qualifications.

QCE credits and ATAR

Successful completion of the full course, demonstrating Competency in all units, attracts 8 QCE credit points. Trainees who complete an AQF Level 3, 4, 5, or 6 qualification while at school may be able to use this as the basis of admission to a higher education course. Trainees are encouraged to research their university entrance options. Each AQF Level 3-6 qualification completed while at secondary school will have a scaled score that can be included in a trainee's Australian Tertiary Admission Rank (ATAR).

Assessment and Reporting

The Certificate III in Business uses competency-based assessment that emphasises learning in a workplace and simulated work environment. Assessment meets the government requirements of the BSB Business Services Training Package. Competency throughout the course is demonstrated via weekly written and oral communication with a Trainer/Assessor, practical work tasks, Competency conversations, scenarios/ case studies, written activities/ short answers, work journal/ portfolio, and observation/ third party reports. Recognition of Prior Learning (RPL) and/or credit transfer is available. There is an expectation of weekly work submissions, written and oral communication, like in a workplace.

Semester reporting to parents/ carers/ base school supervisors will occur.

Competency-based course trainees do not receive a report rating on an A-E scale. Trainees are assessed as Working Towards Competency (WTC) until they have demonstrated Competency and are assessed as Competency Achieved (CA). Progress information is available during the course.

Course delivery

Cairns School of Distance Education's Trainer/Assessors deliver this course through a multi-mode approach. It combines trainer-led theory sessions via Collaborate conferencing, online activities, virtual training room practical sessions involving small group and individual activities, discussion, independent learning, and use of on-the-job and simulated work environments. Trainees receive a Cairns SDE Work Rate Calendar, which outlines their course work schedule.

Industry Work Experience: The qualification includes work in industry/ work placement. Trainees are required to have access to a workplace environment in which to practice their industry competencies. 120-160 hours of evidenced industry experience is a guide for planning. It is a structured work placement with set administrative assistant activities and reports required.

Training facilities can include various industries where trainees may work and/or have work placement, with on-the-job training approaches for Business Administration Assistant role skill development and demonstration.

Course trainees already employed in a business environment may evidence 120-160 hours of their administrative assistant work with support from their employer. Non-employee structured work experience placement in this course regularly leads to employment for trainees.

Note for non-employee structured work experience placement trainees: Education Queensland's Public Liability Insurance covers Queensland and, with approval, New South Wales and Northern Territory Cairns SDE trainees. Non-employee structured work placement trainees in other Australian states or the ACT, will need to discuss insurance with their industry placement provider.

Course structure

TEIA's Certificate III in Business certification requires successful completion of all 13 Units of Competency consistent with the qualification packaging rules; six Core units and seven Elective units. The course structure is:

Core units

BSBWHS311 Assist with maintaining workplace safety (Tasks 1, 2)
BSBCRT311 Apply critical thinking skills in a team environment (Tasks 6, 8)
BSBPEF201 Support personal wellbeing in the workplace (Tasks 1, 8)
BSBSUS211 Participate in sustainable work practices (Tasks 4, 6)
BSBXCM301 Engage in workplace communication (Tasks 1, 2, 3, 4, 5)
BSBTWK301 Use inclusive work practices (Task 3)

Elective units

BSBPEF301 Organise personal work priorities (essential inclusion. Tasks 3, 4, 5, 6, 8)
BSBTEC201 Use business software applications (Task 4)
BSBTEC301 Design and produce business documents (Tasks 3, 4, 5)
BSBTEC303 Create electronic presentations (Tasks 4, 8, 10)
BSBXCS303 Securely manage personally identifiable information & workplace information (Tasks 3, 4, 5, 7)
BSBOPS305 Process customer complaints (Task 9)
BSBFLM312 Contribute to team effectiveness (Task 6)

Credit transfer may be sought for these other Elective Units if completed in a previous qualification:
BSBTEC202 Use digital technologies to communicate in a work environment (aligns with Tasks 3, 4, 5)
BSBWRT311 Write simple documents (aligns with Tasks 5, 6)

Note: Trainees may be able to gain Recognition of Prior Learning (RPL) or credit transfer for some Units, within Business Services Training Package, RTO and QCAA limits.

Trainees who achieve the full qualification receive a Certificate III in Business and their Academic Transcript of course Competencies. Trainees unable to achieve the full qualification receive a Statement of Attainment for any successfully completed Units of Competency.

Ten integrated Task cluster sets of theoretical and practical activities cover all qualification requirements. The ten Task sets in TEIA's Certificate III in Business are:

Task One: Induction to the Company

Task Two: An unfortunate accident

Task Three: Prepare a job advertisement & application package

Task Four: Prepare for a Directors' meeting

Task Five: Assist with a marketing campaign

Task Six: Temperate Wholesalers goes 'green'

Task Seven: Securely manage personally identifiable information & workplace information

Task Eight: Wellbeing

Task Nine: Process customer complaints

Task Ten: Using digital technologies to support collaborative work practices

Trainee requirements

Weekly access to a computer and the internet, computer headset and microphone, email, printer, scanner, telephone, stationery. Access to a digital camera and digital video recorder.

Some software is available once enrolled at Cairns SDE. Trainees will use CANVAS, Collaborate, Adobe, and the Microsoft Office 2010 + suite.

Resources

Virtual work environment access, industry environment access, training materials, assessment materials, and reference materials.

Enrolment requirements

- Unique Student Identifier (USI). See www.usi.gov.au for more information
- Eligibility assessment information and other Cairns SDE and TEIA administrative enrolment elements
- **Course fee \$300.00.** Fee includes one Certificate and Academic Transcript, or one Statement of Attainment. Additional copies required will be at graduates' / past trainees' cost.

Please note that the fee for this course is required at the time of enrolment and is non-refundable.

Enrolment approval based on all required enrolment elements prompts access to the course and resources.

Additional information

- This course is available at a significantly reduced cost. It is not a VETiS/other funded course.
- **For school-based applications**
This course is 0.4 FTE. A school-based enrolment is supported in a trainee's school week schedule.
- Cairns SDE full-time home-based students wishing to complete the Certificate III in Business as part of a 'learn and earn' school-based traineeship are encouraged to research their options via the Queensland Department of Employment, Small Business and Training's School-based Apprenticeships and Traineeships website page: <https://desbt.qld.gov.au/training/apprentices/sats>
Cairns SDE's 10-12 Senior Heads of Department and/or the Industry Liaison Officer can assist with research and 'learn and earn' traineeship arrangements for Business course links.

Registered Training Organisation (RTO)

TEIA Ltd, RTO #5811

Disclaimer All of the above information is accurate at the time of publication.