

**BSB30120  
CERTIFICATE III**

***in Business***

Kick-start your career in business services with essential skills and knowledge to complete routine clerical, administrative and operational tasks.

You'll learn to prepare documents, presentations and spreadsheets, deliver excellent customer service, apply critical thinking skills, maintain workplace safety and sustainability, and engage in workplace communication.

The combination of theoretical and practical course work will give you a great insight into key administrative roles in an organisation.

### ***Learning Outcomes***

Through this course, you will gain fundamental skills and knowledge to:


- Design and produce workplace documents
- Employ critical thinking skills
- Engage with customers and colleagues
- Assist in workplace safety procedures
- Contribute to continuous improvement

### ***Career Opportunities***

Upon graduation, your newly acquired skillset means you could develop your career as a/an:

- Administrative Assistant
- Customer Service Representative
- Records Clerk
- Receptionist / Secretar





# Why choose ELC Career College?

As one of Australia's most established colleges, we know how to cater for all your needs.

- Over 35 years' experience teaching and supporting students, so you can feel confident you will be in good hands
- Ideal city centre location
- Large college premises with modern learning facilities and comfortable break out areas for eating, relaxing, socialising as well as quiet study
- Trainers highly experienced both in their area of expertise and teaching
- Courses custom-designed to focus on real-world career skills
- Unique methodology to keep you engaged and motivated
- Course package options for long-term study pathways
- Payment plans available to manage your budget
- Timetable options to suit your lifestyle



## The experts in international education

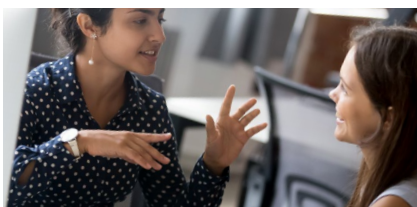
ELC Career College has earned a reputation for delivering quality tuition in English and vocational education for international students. We have strategies in place to make it easy for you to achieve your further study goals, including:

- Course units carefully selected for a global audience
- Extra support and practical tasks to help you understand your lessons
- Trainers specialised in teaching non-native English speakers

## Focus on 21st Century skills



All our courses are founded on the blend of 3 essential features



### Workplace Communications

The verbal and written communication skills needed to do your job effectively, create a positive impression and make an impact.



### Business Competence

The knowledge required to engage in, lead and manage the operations of a business.



### Transferable Skills

Skills highly valued by employers that will give you an edge in whatever job you do.

# Course Units

## Module A - Critical thinking

Unit Name	Unit Description
BSBCRT311 <b>Apply critical thinking skills in a team environment</b>	Learn to apply a range of problem solving, evaluation and analytical skills to resolve workplace issues. Develop the skills and knowledge required to evaluate critical thinking processes with team members and identify learnings from the problem-solving process.
BSBPEF201 <b>Support personal wellbeing in the workplace</b>	Develop the skills and knowledge required to advocate for and maintain personal wellbeing in the workplace. Learn to identify factors that impact wellbeing and plan appropriate communication methods for communicating to team members about wellbeing.

## Module B - Customer service

Unit Name	Unit Description
BSBOPS304 <b>Deliver and monitor a service to customers</b>	Build your skills to identify customer needs and expectations, deliver and monitor customer service in the organisation, and identify opportunities to promote and enhance services and products to customers. Learn to evaluate customer service delivery and review customer satisfaction.
BSBOPS305 <b>Process customer complaints</b>	Develop the skills and knowledge required to receive and document customer complaints, identify those requiring escalation to other teams, prepare information for possible resolution and communicate successfully with customers about solutions.

## Module C - Workplace safety

Unit Name	Unit Description
BSBSUS211 <b>Participate in sustainable work practices</b>	Learn to identify and measure current sustainable work practices, pinpoint any environmental hazards in daily procedures, as well as seek opportunities to improve sustainable practices throughout the workplace.
BSBWHS311 <b>Assist with maintaining workplace safety</b>	Build the skills and knowledge required to assist in implementation and monitoring of an organisation's work health and safety (WHS) policies, procedures and programs, as part of a small team.

## Module D - Digital competence

Unit Name	Unit Description
BSBTEC301 <b>Design and produce business documents</b>	Become skilled in using a range of functions on a variety of computer applications to design and produce documents that are professional, consistent with organisational requirements, accurate and demonstrate a consistency of language, style and layout.
BSBTEC303 <b>Create electronic presentations</b>	Learn to use various applications and platforms to design and produce electronic presentations that meet organisational policies and procedures, and prepare presentation materials that suit the requirements of both the presenter and the audience.
BSBTEC302 <b>Design and produce spreadsheets</b>	Learn how to use applications to plan and create a spreadsheet that suits the purpose, audience and information requirements. Build the skills required to format spreadsheets, use functions correctly and produce charts to display numerical data.

## Module E - Social competence





Unit Name	Unit Description
BSBSTR301 <b>Contribute to continuous improvement</b>	Develop the skills and knowledge required to actively encourage others to participate in decision-making processes, exercise initiative, monitor and report on outcomes and support opportunities for further improvement.
BSBWRT311 <b>Write simple documents</b>	Learn the skills required to plan, draft and finalise a simple document in a suitable format, style and structure. Build your knowledge to ensure the document meets the purpose and requirements and make necessary changes as required.

## Module F - Business competence

Unit Name	Unit Description
BSBXC301 <b>Engage in workplace communication</b>	Learn successful communication techniques to engage with a variety of audiences in a range of situations. Identify information needs and establish suitable communication methods for clear, respectful and effective transmission of information.
BSBTWK301 <b>Use inclusive work practices</b>	Develop your ability to interact productively and respectfully with diverse groups of individuals. Build your skills in establishing and implementing practices that support individual differences to demonstrate the value of diversity.



## Delivery Mode

 <b>Lecture</b>	 <b>Tutorial</b> <i>(Supported learning)</i>	 <b>Workshop</b> <i>(Supported learning)</i>	 <b>Self-paced online learning</b>
<b>5hrs/w</b> Live lectures delivered by trainers with real life experience	<b>1hr45/w</b> Small classes focused on developing and practising key capabilities required for assessment	<b>6hr45/w</b> Collaborative tasks aimed at applying skills and knowledge in simulated workplace conditions	<b>6hr30/w</b> Structured activities available from our e-learning platform, designed to reinforce skills acquisition
On campus			Online

## Timetable

Time	Tuesday	Friday
2:45pm - 4:30pm	Tutorial	Workshop
4:30pm - 5:00pm	Break	Break
5:00pm - 10:00pm	Lecture	Workshop

NB: Timetable subject to change.

## Resources

Our resources are carefully developed to meet the needs of international students: they include extra support and practical tasks to help you understand the content clearly. All course materials and workbooks are available to download for free from your e-learning platform.

## Assessment

You will be assessed through a combination of assessment types such as written assignments, case studies, reports, group tasks, portfolios and presentations. You must successfully pass all units to complete the qualification.

## Program Dates

This qualification is delivered over **6 terms** of **9 weeks**.

Your exact enrolment and break lengths depend on your start date, as detailed below:

	COURSE START DATE	COURSE END DATE	STUDY WEEKS	SCHEDULED BREAKS	TOTAL ENROLMENT LENGTH	
CHOOSE BETWEEN 8 INTAKES IN 2024	<b>January</b>	29 Jan 2024	20 June 2025	54 weeks	19 weeks	73 weeks
	<i>*February</i>	26 Feb 2024	8 Aug 2025	54 weeks	22 weeks	76 weeks
	<b>April</b>	22 Apr 2024	12 Sept 2025	54 weeks	19 weeks	73 weeks
	<i>*May</i>	20 May 2024	31 Oct 2025	54 weeks	22 weeks	76 weeks
	<b>July</b>	15 July 2024	5 Dec 2025	54 weeks	19 weeks	73 weeks
	<i>*August</i>	12 Aug 2024	20 Feb 2026	54 weeks	26 weeks	80 weeks
	<b>October</b>	8 Oct 2024	27 Mar 2026	54 weeks	23 weeks	77 weeks
	<i>*November</i>	4 Nov 2024	15 May 2026	54 weeks	26 weeks	80 weeks

\*The February, May, August and November intakes are mid-term intakes, with a mid-term course end date.

## Entry Requirements

**Age** | Be aged 18 years or over

**Academic** | Successful completion of Australian Year 12 or international equivalent

**English Level** | IELTS proficiency level of 5.0 or above or equivalent

Note that students are expected to bring their own laptop or tablet for home and classroom use.

## Package Options

Most of our students choose to enrol into 2 or more courses, packaged up in 1 student visa:



### Need English?

Study at our English school, English Language Company



### Aiming higher?

This course is the ideal foundation for the Certificate IV or Diploma of Business



### Want to mix and match?

You can combine this course with other qualifications in Leadership & Management or Project Management



## Get social with us



@elccareercollege

## Interested?

To enrol, ask us questions or learn more about our wide range of programs, multiple package options, unique methodology, trainers' experience, welcoming premises, modern facilities or latest promotions, head to our website: [www.elc.edu.au/vocational/](http://www.elc.edu.au/vocational/)

**Already in Sydney?** Come in for a campus tour with one of our friendly course advisors: we are ideally located in the heart of Sydney, across the road from Town Hall station!



BSB30120 Certificate III in Business (AQF – Level 3) is a nationally recognised qualification under the Australian Qualifications Framework (AQF).

CRICOS course code: 108567H

ELC Career College Pty Ltd

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