

Certificate III in Business – (VDSS)

COURSE CODE: BSB30120

Description:

Thinking about a career in business, customer service, or administration? This course is an excellent way to develop essential skills for the modern workplace.

The course provides participants with the knowledge and skills to achieve competencies that will enhance their employment prospects within the business administration industry, and provides the basic administrative and computer skills expected from office and administration workers.

The course reflects the role of individuals in a variety of Business Services job roles. 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.

You will learn things like:

- Communicate effectively in workplace settings
- Use business software and tools for collaboration
- Deliver quality customer service
- Apply safe and sustainable work practices
- Support personal wellbeing and use inclusive work practices
- Think critically and solve problems in a business context

Does this sound like you:

- Enjoy working with people and providing great customer service
- Are organised, punctual, and able to manage multiple tasks
- Can follow procedures and pay attention to detail
- Have good written and verbal communication skills
- Are confident using digital tools or are willing to learn new technologies
- Work well independently and as part of a team
- Take initiative and have a positive, professional attitude

INFORMATION PROVIDED AS A GUIDE ONLY.
Please check details with nominated RTO prior to enrolment.

Venue & RTO:

RTO	Location	Delivery
GOTAFE	Shepparton	Online
Kangan Institute	Broadmeadows	Online Thursday & Friday 9am-3pm
Melbourne Polytechnic	Epping Campus	Wednesday 12:30 pm to 4:30 pm
Integrity Business College	Virtual Class (MS TEAMS)	Online Wednesday or Friday 3 hours per week from 9:30am - 12:30pm or 1:00pm - 4:00pm

Course length:

1 to 2 years depending on provider and unit selection

How to apply:

Speak to your school's VET Coordinator and complete the VDSS application form. Placement is subject to availability and school approval.

Qualification and Recognition:

- This program provides recognition of VCE VET credit. Students undertaking BSB30120 Certificate III in Business are eligible for up to six VCE VET units on their VCE, VCE VM, or VPC statement of results: up to two units at Units 1 and 2 level, a scored Units 3 and 4 sequence, and a non-scored Units 3 and 4 sequence. Students wishing to receive an ATAR contribution must 'opt in' to undertake Scored Assessment
- Entry into registered traineeships or TAFE programs

Career Opportunities:

- Customer Service Representative.
- Administrative Assistant
- Medical Receptionist and Medical Secretary
- Records Assistant
- Future traineeships in any of the above through a TAFE or training provider

**INFORMATION CORRECT AT TIME OF PUBLICATION .
Please check details with nominated RTO prior to enrolment.**