

Certificate III in Business (BSB30120)

Course Overview

The BSB30120 Certificate III in Business is a nationally recognised qualification that equips individuals with essential business skills. Ideal for those starting their careers or seeking to formalise existing experience, this course covers key areas such as communication, teamwork, digital literacy, and customer service. Graduates can pursue various administrative roles across industries like retail, health, education, and government. Flexible learning options make it suitable for diverse learners aiming to thrive in modern business environments.

Accreditation Statement

This is a nationally recognised and accredited Australian qualification delivered by Bankstown Education and Skills Training Centre (RTO 40651). It is developed in line with the Australian Qualifications Framework (AQF) and recognised across all states and territories. Successful completion will result in a nationally recognised Certificate or Statement of Attainment.

What You Will Learn / Key Skills

- Effective communication and teamwork
- Problem-solving in workplace contexts
- Planning, organising and prioritising tasks
- Using digital and business technology
- Understanding industry-specific procedures

Course Modules / Units of Competency

Please refer to your enrolment documents or course page for the complete list of core and elective units included in this qualification.

BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices

BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBWRT311	Write simple documents
BSBXCM301	Engage in workplace communication
BSBXCS303	Securely manage personally identifiable information and workplace information
BSBPEF301	Organise personal work priorities
BSBXTW301	Work in a team

Entry Requirements / Prerequisites

No formal prerequisites required. Minimum age: 15 years. Basic literacy and digital skills are recommended.

Recommended Prerequisites Before Commencing BSB30120

- Basic digital literacy: Ability to use a computer, navigate websites, and work with Microsoft Office applications such as Word and Excel.
- Year 10 level English and maths: Reading comprehension, writing structured texts, and performing routine calculations.
- Good organisational and time management skills: Especially useful for completing self-paced online study and managing assessments.
- Access to a computer or laptop with reliable internet for online learning via Moodle and Zoom.

- Motivation to work in a business, administration, customer service, or office support role.

Delivery Mode

Flexible delivery – study online at your own pace with support from experienced trainers via Moodle and Zoom.

Course Duration

Estimated 6–12 months. Self-paced with trainer guidance available throughout.

Assessment Method

Knowledge quizzes, practical tasks, projects, case studies, and third-party observation (where applicable).

Certification Outcome

Qualification (Certificate III) – awarded upon successful completion of all requirements.

Course Fees

From \$950.00 full course or \$125.00 per unit.

Pathways After This Course

Potential job roles include:

- Clerical Officer
- Customer Service Officer
- Data Entry Operator
- Information Officer
- Program or Project Administrator
- Payroll Officer

Potential courses include:

- BSB40120 Certificate IV in Business (General, Administration, or Leadership focus)
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB40420 Certificate IV in Human Resource Management
- BSB40820 Certificate IV in Marketing and Communication
- BSB40920 Certificate IV in Project Management Practice
- BSB41419 Certificate IV in Work Health and Safety

Why Study with Us

With over 25 years of training experience, Bankstown Education and Skills Training Centre (RTO 40651) offers flexible, engaging learning tailored to individual needs. Access quality resources, industry-relevant skills, and supportive trainers.

Group Bookings & Onsite Facilitation

We offer flexible group bookings for organisations, schools, and community centres. Training can be facilitated directly at your location, making it easy and convenient for your team or participants to complete the course without needing to travel. Minimum numbers apply – contact us to discuss your needs and arrange a session that suits your schedule.

Facilities and Support

At BEST Training, we're here to support you every step of the way. Whether you're learning online or on campus, you'll have access to caring trainers, helpful course guidance, and personal support when you need it. We're committed to helping you stay confident, connected, and on track throughout your learning journey.

Diversity and Inclusion Statement

At Bankstown Education and Skills Training Centre (RTO 40651), we are committed to fostering a learning environment that celebrates diversity and promotes inclusion for all. We recognise that each student brings unique experiences, perspectives, and strengths, and we welcome all forms of diversity.

Our approach is inclusive of:

- Aboriginal and Torres Strait Islander peoples
- People with disability and mental health conditions
- Gender equality and gender diversity
- LGBTQIA+ communities
- Culturally and linguistically diverse (CALD) backgrounds
- Neurodiverse individuals
- People of all ages, cultures, and religions

We believe that inclusive education empowers students, enriches learning, and supports equitable outcomes. Our team actively works to remove barriers, promote cultural safety, and create a respectful, supportive space where every learner can thrive.

If you need individual support or would like to learn more about our inclusive practices, please contact us at info@bankstowneducation.com.au or phone **02 9791 0015**.

How to Enrol

Call (02) 9791 0015 or email info@bankstowneducation.com.au. Visit www.bankstowneducation.com.au to enrol online or request a demo login.

Go to enrolment form: <https://forms.office.com/r/wFyaPT4rBb>

RTO Details / Compliance Info

Bankstown Education and Skills Training Centre

RTO Code: 40651

Address: 8 Fetherstone Street, Bankstown NSW

Phone: (02) 9791 0015

Email: info@bankstowneducation.com.au

Website: www.bankstowneducation.com.au