

The nationally recognised **BSB30115 Certificate III in Business** course will prepare you for such roles as customer service advisor, data entry operator, general clerk or payroll officer.

This course will help you to develop skills in customer service, financial processes and resources coordination. You will also learn to create documents, databases, spread sheets and presentations, as well as how to organise your work priorities and identify opportunities for personal development.

Competencies: A total of twelve (12) units of competency must be achieved for the full certificate (1 core and 11 elective), which can provide up to 60 Stage 2 SACE Credits.

National Code	Unit Name**	Nominal Hours
CORE (1)		
<i>** Sample of units which may be subject to change depending on providing RTO</i>		
BSBWHS302	Apply knowledge of WHS legislation in the workplace	20
ELECTIVES (11)		
BSBFLM312	Contribute to team effectiveness	40
BSBWRT301	Write simple documents	30
BSBCUS301	Deliver and monitor a service to customers	35
BSBFIA301	Maintain financial records	60
BSBINM301	Organise workplace information	30
BSBCMM301	Process customer complaints	30
BSBITU303	Design and produce text documents	90
BSBITU304	Produce spread sheets	35
BSBSUS401	Implement and monitor environmentally sustainable work practices	40
BSBFLM303	Contribute to effective workplace relationships	40
BSBDIV301	Work effectively with diversity	30
Total Hours (approx.) :		480

Course pathway on completion:

- Traineeship or apprenticeship
- Employment opportunities in clerical and finance
- Business management
- Data entry operator
- General clerk
- Word processing operator

Please register your interest with Karen Wallace, Assistant Principal – YES Program

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