

# Certificate III in Business

## BSB30120



Ballistic Training Solutions Pty Ltd

ABN: 30 156 084 481

Provider No: 41097

### Qualification Description:

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. 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.

### Applicable Roles:

Customer service advisors/ Data entry Operator/Clerk/ Payroll Officer/ Word Process Operator

### Unit Description:

#### Core

BSBCRT311 Apply Critical thinking skills in a team environment  
BSBPEF201 Support personal wellbeing in the workplace  
BSBSUS211 Participate in sustainable work practices  
BSBTWK301 Use inclusive work practices  
BSBWHS311 Assist with maintaining workplace safety  
BSBXC301 Engage in workplace communication

#### Electives

BSBINS302 Organise workplace information (G)  
BSBTEC303 Create electronic presentations (A)  
BSBTEC302 Design and produce spread sheets (A)  
BSBTEC301 Design and produce business documents (A)  
BSBPEF301 Organise personal work priorities (B)  
BSBWRT311 Write simple documents (A)  
BSBOPS301 Maintain business resources (E)  
BSBOPS303 Organise schedules (E)  
BSBPMG430 Undertake project work (B)  
BSBWHS33X Apply infection prevention and control procedures to own work activities (B)

**Packaging Rule:** 13 units (6core & 7 electives) Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to valid, industry-supported vocational outcome.

- 2 elective units must be selected from Group A
- 1 elective unit must be selected from Group B
- For the remaining 4 elective units:
  - Up to 4 units may be selected from Groups A-G
  - If not listed, up to 3 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

**Industry Tailored Program:** The BSB30120 Certificate III in Business (Customer Engagement) Program delivered under the Qld User Choice Program links trainees on the job work activities with Nationally recognised and industry specific training and assessment activities.

**What is User Choice?** The user choice 2021 - 2025 program provides a public funding contribution towards the cost of training and assessment for eligible Qld apprentices and trainees, providing flexibility for employers and staff to select a preferred RTO for the delivery of accredited training to meet their specific needs.

**Why Ballistic Training Solutions?** As a Registered Training Organisation (RTO), we are entrusted with the responsibility and accountability of meeting your individual business needs, while ensuring we provide accredited training to industry standards and national competency requirements. We pride ourselves on our customer service, attention to details and commitment to ensure that your learning needs are met with the highest standards of training.

**Eligibility for a funded place in the User Choice Program** There is eligibility criteria for User Choice, including being employed in an approved apprenticeship or traineeship, having entered into a training contract for a qualification funded by the Qld Government, selected a training provider that is a pre-qualified supplier, such as Ballistic Training Solutions.

**Expected fees to pay** usually Students are required to pay a co-contribution fee, a third party may pay this fee, but not the RTO delivering the training. Partial or full exemptions may be applied in respect to the fees. School based trainees are not required to pay a co-contribution fee while they are at school. Gap fees for additional or client workplace specific training delivery may be negotiated based on individual workplace requirements.



Contact us today to  
discuss your  
training needs

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## About Us

Ballistic Training Solutions Pty Ltd is a Nationally Registered Training Provider (Provider no: 41097) specializing in the delivery of Nationally accredited training programs tailored to industry and client needs.

Specialising in the delivery of Nationally Accredited Training in Business, Management, Work Health & Safety, Education Support and Conservation and Land Management plus related programs.

We provide tailored training and assessment services to meet industry and our client's needs. The team at BTS are dedicated to ensuring your specific workplace training and support needs are met.

Based in Queensland Australia we provide training and assessment services Nationally linked to our industry and client needs.

**Ph: 1300 738 098**

**[www.ballistic.edu.au](http://www.ballistic.edu.au)**

## How to Enrol in 5 easy steps

1. Contact one of our expert consultants to discuss your specific needs
2. Complete an enrolment form & allow Ballistic to organise your induction into a National Training Contract
3. Discuss customized training options with your trainer/assessor
4. Complete training plan detailing delivery strategy between BTS, Employer and Trainee
5. Commence Course

**Ballistic Training Solutions Pty Ltd**

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### Minimum entry requirements

*Not Applicable*

### Mode of Study

The qualifications are offered via a flexible delivery strategy to support student engagement and workplace integration and RPL (Recognition of Prior Learning) options depending on the participant current skills, knowledge & experience mapped against the core competency requirements for each unit of the qualification. Participants must demonstrate a thorough understanding and application of these skill in their current activities.

### Assessment Strategy

Participants will actively participate in theory and practical training and development activities both in workshop and workplace environments. BTS Trainers will :

- Assisting with learning support
- Risk assessment and communication strategies
- Assist in LLN needs with students where applicable
- Developing a Learning strategy & Training Program
- Support the principles of training for all clients

