



## Business

BSB30120

Certificate III in Business

All information correct as of July 2025

### ABOUT THE COURSE

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.

### JOB ROLES

The following job roles are defined for this course:

- › Medical Receptionist
- › Records Clerk
- › Administrative Assistant
- › Customer Service Representative
- › Medical Secretary

### PATHWAYS FROM THIS QUALIFICATION

This course will also offer study pathways into other VET qualifications at Certificate IV and higher.

### COURSE REQUIREMENTS

There are no entry requirements for this course.

### COURSE LOCATION, DURATION AND MODE OF STUDY

**Locations:** Batchelor Campus, DPC campus and communities

**Duration:** 1 year full-time

**Mode:** Workshops (on campus or workplace)

**Workshops:** This course includes 14 weeks of workshops, delivered in 7X2 week workshop blocks

### COURSE FEES

Students who are Northern Territory (NT) residents and wish to enrol in a course that is subsidised by the Northern Territory and/ or Commonwealth Government will also be charged fees. The fees will be charged at: \$2.20 per nominal hour for enrolment.

Students are eligible to apply for a fee exemption in accordance with Fee Exemption rules for the relevant year. More information regarding course fees and paying course fees can be found on the Batchelor Institute website <https://www.batchelor.edu.au/students/fees/>

Freecall 1800 677 095  
Email [enquiries@batchelor.edu.au](mailto:enquiries@batchelor.edu.au)  
RTO provider 0383

[batchelor.edu.au](http://batchelor.edu.au)



**Batchelor  
Institute**

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## MATERIALS AND EQUIPMENT

The learner must provide the following materials and equipment:

- Basic stationery—paper, pencil, pen

## COURSE REQUIREMENTS

To achieve BSB30120 Certificate III in Business a total of thirteen 13 units of competency must be completed comprising of 6 core units and 7 elective units as detailed in the packaging rules and listed below.

The core units are mandatory. The elective units have been selected following consultation with local industry requirements. The elective units may vary between delivery locations.

Core Units (6 required)

Unit Code	Unit Title	Nominal Hours
BSBCRT311	Apply critical thinking skills in a team environment	40
BSBPEF201	Support personal wellbeing in the workplace	50
BSBSUS211	Participate in sustainable work practices	20
BSBTWK301	Use inclusive work practice	30
BSBWHS311	Assist with maintaining workplace safety	40
BSBXCM301	Engage in workplace communication	40

Elective Units (7 required)

Unit Code	Unit Title	Nominal Hours
BSBTEC301	Design and produce business documents	80
BSBTEC302	Design and produce spreadsheets	35
BSBPEF301	Organise personal work priorities	30
BSBTEC303	Create electronic presentation	20
BSBTEC203	Research using the internet	30
SIRXCEG002	Assist with customer difficulties	40
BSBOPS401	Coordinate business resources	30

## General information

### BATCHELOR INSTITUTE ENTRY REQUIREMENTS

#### Literacy and Numeracy

When you enrol in a course at Batchelor Institute, you should be able to speak, read and write in English at the level required for the course you are undertaking. If you need help to improve your literacy and numeracy skills, there are specific courses and other assistance available.

#### Minimum age for students

Students must meet the minimum age requirement to be able to enrol with Batchelor Institute. The minimum age will depend on several factors.

Where:

- Training is delivered in a regional or remote community, and the student no longer engages and/or participates in secondary schooling, the student must be 15 years or older at the time training commences
- Training is delivered on the Batchelor Campus or Desert People Centre Campus, and where the student attends training during the day, but are not accommodated overnight, the student must be 17 years or older at the time training commences; or
- Training is delivered in any location, and the student requires to be travelled by Batchelor Institute to a training delivery location, the student must be 18 years or older at the time training commences.



## **ABSTUDY**

You will need to apply to ABSTUDY once you have enrolled at Batchelor Institute so your travel can be arranged (if travel is applicable). To do this you will need to obtain a VET Enrolment and Fees Invoice from the Institute and then take it to your nearest Centrelink Office, to complete an ABSTUDY application.

## **STUDENT TRAVEL**

The Away from Base (AFB) Mixed-Mode program supports Indigenous students who are studying an approved mixed-mode course by distance education to access compulsory course elements in another location away from their permanent home for short periods of time.

A 'mixed-mode' AFB course is a nationally accredited course that is delivered through a combination of distance education and face-to-face residential teaching. AFB contributes towards the costs of travel, meals and accommodation.

If you have to attend a workshop away from your home, are in receipt of ABSTUDY and are enrolled in an ABSTUDY approved course, your travel, accommodation and meals will be organised by Batchelor Institute.

## **RECOGNISING YOUR KNOWLEDGE**

Batchelor Institute recognises the importance of skills and knowledge that you may already have. You may have gained these through other work or study you have done or through life experience.

Recognition of Prior Learning (RPL) is a process that tries to match these skills and knowledge to the outcomes of your course to assess whether you have achieved the required learning outcomes. If you think you are eligible for RPL, contact us for more information.

Batchelor Institute also recognises qualifications and statements of attainments gained from any other Australian Registered Training Organisation, where nationally accredited training has been undertaken. This form of recognition may include Credit Transfers.

## **EDUCATIONAL AND STUDENT SUPPORT**

Students who have been identified as needing additional support services, beyond those already in place, will have the required support outlined in their individual training plan, and the necessary services will be arranged accordingly.

### **Student Support**

Freecall: 1800 677 095 | Email: [student.support@batchelor.edu.au](mailto:student.support@batchelor.edu.au)

### **TIMETABLES**

Timetables for students attending workshops at the Batchelor or Desert Peoples Centre Campuses can be found here:

<https://www.batchelor.edu.au/students/timetables/>

### **OTHER COURSES**

Batchelor Institute offers many VET courses across a range of different disciplines. You can study courses relating to community services, construction, health, business, education, resource and infrastructure and creative arts.

To get more information about Batchelor Institute and the courses we offer, go to:

<https://www.batchelor.edu.au/students/courses/vet-courses/>

### **FOR MORE INFORMATION**

Please visit: <https://training.gov.au/Training/Details/BSB30120>