



Certificate III in Business BSB30115

This course equips students to build a range of careers in diverse business environments. In a friendly and supportive environment, students will develop a broad range of competencies, knowledge and practical skills. This versatile, nationally accredited qualification will prepare students for career opportunities such as administrative assistant, office assistant, customer service officer, payroll officer and data entry operator.

Who is it For?

Given the technical nature of this course, we recommend students have language, literacy and numeracy skills at a minimum of Year 10 level or equivalent to Certificate II level.

How it is Delivered

Students learn through a flexible blend of face-to-face and online learning, so they can fit their study around other commitments. Students must complete 12 units of competency, including one core unit and 11 elective units.

► Core Units

Unit Code	Unit Name
BSBWHS302	Apply knowledge of WHS legislation in the workplace

► Elective Units*

Unit Code	Unit Name
BSBCMM301	Process customer complaints
BSBDIV301	Work effectively with diversity
BSBCUS301	Deliver and monitor a service to customers
BSBINN301	Promote innovation in a team environment
BSBITU302	Create electronic presentations
BSBITU203	Communicate electronically
BSBITU303	Create and produce text documents
BSBITU306	Design and produce business documents
BSBITU304	Produce spreadsheets
BSBITU307	Develop keyboarding speed and accuracy
BSBLDR402	Lead effective workplace relationships

*Elective selection may vary according to customer requirements



How to Apply

To apply for this course or to find out more, call MTC Australia on **1300 981 901** or go to mtcaustralia.com.au

Why Choose this Course?

► Flexible learning

Our flexible blended delivery model allows students to fit their study in around other commitments.

► Practical skills

The course has a focus on IT skills, as these are essential in administrative roles across all sectors. Other electives allow students to develop highly relevant skills such as customer service and communication.

► Recognition of prior learning

We recognise the prior knowledge and skills students may have gained through previous training, education or work, including formal and informal learning. For more information, please contact us.

► Respect

MTC Australia celebrates the things that make us all unique and aims to make clients feel welcome, safe and supported.

► Proven results

Since 2001, we have delivered training to more than 17,000 people, empowering them to unlock their potential and create new career and life

About MTC Australia

MTC Australia is a thriving social enterprise that provides pathways for people of all backgrounds and life stages to create new life opportunities. We offer high impact employment, learning and youth programs delivered from more than 20 locations across NSW. As a social enterprise, we reinvest surplus into innovative social impact initiatives that support and empower at-risk Australians.

MTC helps more than 20,000 people every year to build self-worth, gain skills for employment and entrepreneurship, and enable possibilities for transformative change.



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TRAINING

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