

# Traineeship Certificate III in Business

BSB30115



RTO 40053



## Course Overview

This qualification applies to a range of administrative roles across different types of workplaces.

This course will give you the practical skills required to succeed in entry-level business positions.

## Skills

You will learn a range of skills including:

- basic computer program use
- delivering quality customer service
- managing time
- organising schedules
- contributing to a team
- producing a wide range of documents

## Career Pathways

People who complete this course may be suitable for jobs like:

- Receptionist
- Data Entry Operator
- Office Administrator
- Junior Personal Assistant
- Administration Assistant
- Help Desk

For more information please contact us on 08 8405 8500 or email [learning@syc.net.au](mailto:learning@syc.net.au)

## Cost

**\$300 per participant including GST.**

This course is subsidised by the South Australian Government for eligible participants.

## Delivery

**This flexible course can be completed via face-to-face training and workplace visits.** The course usually takes 12 months to complete.



SYC is a not-for-profit employment, training and youth services provider. We have worked for over 60 years to help Australians lead independent lives. As a Registered Training Organisation (RTO) we provide a range of courses aimed at helping you increase your skills and prepare for meaningful employment.



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## Units

To receive this qualification you must complete 1 core unit and 11 elective units. SYC delivers the following units as part of this qualification:

BSBWHS302	Apply knowledge of WHS legislation in the workplace	Core
BSBCUS301	Deliver and monitor a service to customers	Elective
BSBDIV301	Work effectively with diversity	Elective
BSBFLM303	Contribute to effective workplace relationships	Elective
BSBCMM301	Process customer complaints	Elective
BSBFLM312	Contribute to team effectiveness	Elective
BSBINN301	Promote innovation in a team environment	Elective
BSBITU314	Design and produce spreadsheets	Elective
BSBITU306	Design and produce business documents	Elective
BSBPRO301	Recommend products and services	Elective
BSBWOR301	Organise personal work priorities and development	Elective
BSBINM301	Organise workplace information	Elective

## Learn while you earn

**This qualification is available as a Traineeship for new employees.** You must have been with your current employer for less than three months full-time or 12 months part-time. Employers may also be eligible for government incentives and other support to ensure success.

## Entry Requirements

Participants will complete an upfront assessment of need, to make sure they have the skills and support to complete this course successfully. The course assumes a basic understanding of computers.

## Eligibility

Eligibility and subsidy criteria apply. Check the eligibility calculator and subsidised training list at [www.skills.sa.gov.au](http://www.skills.sa.gov.au)

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