



The ability to juggle priorities and perform effectively is critical to success in any industry.

This qualification is ideal for people who have developed basic skills and knowledge as a professional and would like to take their career to the next level.

The Certificate III in Business combines a broad range of business skills along with the soft skills needed to succeed.

Succeeding in Business

To achieve the

(Business environment)

BSB30115 - Certificate III in Business



a total of twelve (12) units must be completed.

- BSBDIV301 Work effectively with diversity
- BSBXCM301 Engage in workplace communication
- BSBADM311 Maintain business resources
- BSBXTW301 Work in a team
- BSBFLM312 Contribute to team effectiveness
- BSBWOR301 Organise personal work priorities and development
- BSBWHS307 Apply knowledge of WHS laws in the workplace (C)
- BSBINM301 Organise workplace information
- BSBINM302 Utilise a knowledge management system
- BSBCMM301 Process customer complaints
- BSBINN201 Contribute to workplace innovation
- BSBWRK311 Develop self-awareness

(C) Denotes core subjects

The above course outline is an example developed to meet industry standards.

There are no entry requirements for this qualification.

A day in the life of...

Tony works for a large furniture store as an admin assistant and he also sometimes assists in the warehouse. Since commencing a Certificate III in Business, Josh has learnt new skills that are supporting him in his role.

He is confident in responding to client's enquiries over the phone and via emails, recommending products, and handling complaints when necessary. His communication skills have improved and he has learnt a range of techniques for interacting with customers and team members.

He finds that he is more organised because he knows how to develop a weekly work schedule, and Tony has also learned how to keep the workplace safe for staff and others.

Tony hopes to be promoted into a supervisory role.

