

BSB30120

CERTIFICATE III in BUSINESS



Units of Competency

- BSBXCM301** Engage in workplace communication
- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBWRT311** Write simple documents
- BSBCRT311** Apply critical thinking skills in a team environment
- BSBTWK301** Use inclusive work practices
- BSBPEF201** Support personal wellbeing in the workplace
- BSBWHS311** Assist with maintaining workplace safety
- BSBSUS211** Participate in sustainable work practices
- BSBPEF301** Organise personal work priorities
- BSBINS309** Maintain business records
- BSBOPS305** Process customer complaints
- BSBPUR301** Purchase goods and services
- BSBXTW301** Work in a team

Smart and Skilled funding available for eligible students

Course Insights

Requirements: Police Check/ Working With Children Check (workplaces may vary)

Work Placement: Recommended 80 hours

Course Duration: up to 12 months

Course Completion: Your certificate will be issued within 28 days of completing your course and requirements

Modes of Delivery

Online: Flexible, self-paced learning

Distance: Paper-based learning with support

Traineeship: Workplace-based training combined with study

**Already working in the industry?
Ask about subsidised traineeship!**



Contact Us
granville@hnh.org.au
(02) 9682 0100



BSB30120

CERTIFICATE III in BUSINESS (Customer and Client Engagement)



Units of Competency

- BSBXCM301** Engage in workplace communication
- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBWRT311** Write simple documents
- BSBCRT311** Apply critical thinking skills in a team environment
- BSBTWK301** Use inclusive work practices
- BSBPWF201** Support personal wellbeing in the workplace
- BSBWHS311** Assist with maintaining workplace safety
- BSBSUS211** Participate in sustainable work practices
- BSBPWF301** Organise personal work priorities
- SIRXPDK001** Advise on products and services
- BSBXDB301** Respond to the service needs of customers and clients with disability
- BSBOPS304** Deliver and monitor a service to customers
- BSBOPS305** Process customer complaints

Smart and Skilled funding available for eligible students

Course Insights

Requirements: Police Check / Working With Children Check (workplaces may vary)

Work Placement: Recommended 80 hours

Course Duration: up to 12 months

Course Completion: Your certificate will be issued within 28 days of completing your course and requirements

Modes of Delivery

Online: Flexible, self-paced learning

Distance: Paper-based learning with support

Traineeship: Workplace-based training combined with study

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BSB30120

CERTIFICATE III in BUSINESS (Business Administration)

Units of Competency

- BSBXCM301** Engage in workplace communication
- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBWRT311** Write simple documents
- BSBCRT311** Apply critical thinking skills in a team environment
- BSBTWK301** Use inclusive work practices
- BSBPEF201** Support personal wellbeing in the workplace
- BSBWHS311** Assist with maintaining workplace safety
- BSBSUS211** Participate in sustainable work practices
- BSBPEF301** Organise personal work priorities
- BSBOPS301** Maintain business resources
- BSBFIN301** Process financial transactions
- BSBINS202** Handle receipt and dispatch of information
- BSBOPS303** Organise schedules

Smart and Skilled funding available for eligible students

Course Insights

Requirements: Police Check / Working With Children Check (workplaces may vary)

Work Placement: Recommended 80 hours

Course Duration: up to 12 months

Course Completion: Your certificate will be issued within 28 days of completing your course and requirements

Modes of Delivery

Online: Flexible, self-paced learning

Distance: Paper-based learning with support

Traineeship: Workplace-based training combined with study

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BSB30120

CERTIFICATE III in BUSINESS (Technology)

Units of Competency

- BSBXCM301** Engage in workplace communication
- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBWRT311** Write simple documents
- BSBCRT311** Apply critical thinking skills in a team environment
- BSBTWK301** Use inclusive work practices
- BSBPEF201** Support personal wellbeing in the workplace
- BSBWHS311** Assist with maintaining workplace safety
- BSBSUS211** Participate in sustainable work practices
- BSBPEF301** Organise personal work priorities
- BSBTEC302** Design and produce spreadsheets
- BSBTEC303** Create electronic presentations
- BSBTEC404** Use digital technologies to collaborate in a work environment
- BSBTEC301** Design and produce business documents

Smart and Skilled funding available for eligible students

Course Insights

Requirements: Police Check / Working With Children Check
(workplaces may vary)

Work Placement: Recommended 80 hours

Course Duration: up to 12 months

Course Completion: Your certificate will be issued within 28 days of completing your course and requirements

Modes of Delivery

Online: Flexible, self-paced learning

Distance: Paper-based learning with support

Traineeship: Workplace-based training combined with study

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