Certificate III in Business (BSB30120)

The Certificate III in Business transforms Students' foundational capabilities into meaningful career opportunities in the versatile business services sector. This comprehensive program equips learners with skills and knowledge across workplace safety, inclusive practices, digital technology applications, and customer service delivery – creating multiple employment pathways and a solid foundation for establishing strong work performance.

Students develop practical expertise immediately applicable in technology-enabled workplace environments while building essential transferrable competencies in critical thinking, sustainable work practices, and effective communication. Schools offering this qualification provide Students with a clear connection between their business aptitude and career outcomes while preparing them to organise workplace information, design professional documents and presentations, prioritise personal wellbeing, and deliver exceptional customer service within collaborative professional teams.

Learning Areas

- Planning and preparation
- Prioritisation and time management
- Teamwork and workplace etiquette
- Effective and inclusive work habits
- Common digital technologies
- Common business software applications
- Presentation skills
- Safe and sustainable work practices
- Communication skills
- Critical thinking and basic problem solving
- Stress management and personal wellbeing

Job Role Outcomes

- General Clerk
- Junior Personal Assistant
- Office Assistant
- Receptionist
- A range of routine procedural, clerical, administrative or operational roles that require technology and business skills.

Course Structure - 2026

	UNITS (YEAR 1)	TYPE	NOMINAL HOURS	WEEKS DELIVERY
BSBWHS311	Assist with maintaining workplace safety	Core	40	5
BSBTWK301	Use inclusive work practices	Core	30	4
BSBTEC302	Design and produce spreadsheets	Elective A	35	5
BSBTEC303	Create electronic presentations	Elective A	20	3
BSBTEC202	Use digital technologies to communicate in a work environment	Elective A	20	3
BSBPEF201	Support personal wellbeing in the workplace	Core	50	7
BSBCRT311	Apply critical thinking skills in a team environment	Core	40	5
BSBSUS211	Participate in sustainable work practices	Core	20	3
		YEAR 1 TOTAL	**255**	**35**
	UNITS (YEAR 2)			
BSBPEF301	Organise personal work priorities*	Elective B	30	5
BSBINS302	Organise workplace information*	Elective G	30	5
BSBTEC301	Design and produce business documents*	Elective A	80	12
BSBXCM301	Engage in workplace communication*	Core	40	7
BSBOPS304	Deliver and monitor a service to customers*	Elective D	35	6
		YEAR 2 TOTAL	**215**	**35**

All units are shown in IVET's standard (suggested) sequence of delivery.
The weeks delivery per unit is based on a 70-week delivery period.
*Indicates Units 3 and 4 - scored assessment units.

COURSE DURATION	REQUIRED WEEKLY TIME COMMITMENT (Scheduled^)			
	YEAR 1	In-class	5.25 hrs	Homework	2 hrs
2 Years	YEAR 2	In-class	4.5 hrs	Homework	1.5 hrs

^Scheduled hours means timetabled class time and time allotted for homework only. Further contributions to students' overall learning occur in a variety of ways - this will be documented in the course's Master Training & Assessment Strategy. In the event of customisation of this program (elective unit substitutions), the required amount of training will be re-calculated and documented in the form of a customised delivery schedule and as an appendix to the Master Training & Assessment Strategy.

Permissible Substitutes

The units below are the remaining electives from within the qualification's packaging that are available for selection by schools. These elective units can only be substituted/swapped with other elective units in Year 1, but not added - i.e. the total number of units cannot be increased. Additionally, at least two Elective A and one Elective B unit must be retained. A maximum of three imported units are allowed. The core units (see above) cannot be substituted and must be retained.

	UNITS	TYPE	NOMINAL HOURS
BSBTEC201	Use business software applications	Elective A	60
BSBWRT311	Write simple documents	Elective A	30
BSBXCS301	Protect own personal online profile from cyber security threats	Elective A	30
BSBXCS302	Identify and report online security threats	Elective A	30
BSBXCS303	Securely manage personally identifiable information and workplace information	Elective A	40
BSBXTW301	Work in a team	Elective C	40

Further units may be available to import from other qualifications or training packages. In the event that your school has a specific need for a unit not listed above, please consult your School Relationship Officer.

Important – As the student resource is printed as a standardised course book, the unit-based resource for any substitute units will only be available in soft copy for the school/students to self-print.