



Certificate III in Business On - Line

BSB30107 Certificate III in Business

Course Overview

The Certificate III in Business provides the participant with an opportunity to develop first line business competencies and apply them practically in the workplace. Typically they would report to a supervisor or team leader and provide technical support to a team.

This development program is offered through our on-line e-learning platform. This means the participant can undertake learning activities at a time convenient to workplace demands without having to leave the work site to attend workshops.

All that is required is access to a computer and the internet. IPS also has experience in consulting to determine blended delivery methods where applicable.

An initial induction into the program is provided at the time of enrolment where we assess and recognise existing skills the participant may possess. This enables them to receive advanced-standing in the program and allows us to focus on the skills they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

Target Audience

- Customer Service advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Word Processing Officer



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Total Number of Units Required for Qualification – 12

1 Core Unit required:

- Participate in OHS processes

Elective Units - Choose 11 appropriate to the trainee's role:

- Deliver and monitor a service to customers
- Work effectively with diversity
- Maintain financial records
- Maintain business resources
- Organise workplace information
- Utilise a knowledge management system
- Promote innovation in a team environment
- Process customer complaints
- Create and use database
- Create electronic presentations
- Design and produce text documents
- Produce spreadsheets
- Conduct online transactions
- Design and produce business documents
- Produce desktop published documents
- Recommend products and services
- Purchase goods and services
- Implement and monitor environmentally sustainable work practices

- Organise personal work priorities and development
- Write simple documents

Registration and Enquiries

Time required to complete the qualification: 1 year full-time or up to 2 years part-time.

Average time to complete: 6 months

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

Phone: (07) 3841 8011 or

Email: info@ipspeople.com

Website: www.ipspeople.com