

School Delivered VET courses



Business Services

The nationally recognised Certificate III in Business will provide you with the essential knowledge and skills you need to build your career in business.

Is this course right for me?

Transferrable skills gained in the study of this course will support roles across multiple sectors in the industry. In this course you will develop both the technical and enterprise skills needed for employment in the world of business and government administration.

Where can this course take me?

According to the Department of Jobs and Small Business, the projected employment growth for administrative and support services in Australia is 6.6%. Potential job roles include; office administration assistant, personal or executive assistant.

This course can lead to further study, such as:

- BSB40120 Certificate IV in Business
- BSB40520 Certificate IV in Leadership and Management
- BSB50120 Diploma of Business

Subjects that support this career path

- Legal Studies
- Business Studies
- Information and Digital Technology

Credential available	Full Certificate
Course code/name	BSB30120 Certificate III in Business
ATAR eligible	Yes
Mandatory placement hours	70 hours
SBAT available	Yes
Specialisation required for full qualification	No



For more information contact your VET Coordinator / Careers Adviser, or visit our Internet site:
www.education.nsw.gov.au/school-delivered-vet

BUSINESS SERVICES

BSB20120 Certificate II in Workplace Skills

Version 1/2023

COURSE DETAILS

Hours	240 hours
Type	Board Developed Course Category B
Duration	2 years
Unit Value	2 unit Preliminary 2 unit HSC
Extension	Yes at another RTO
HSC Exam	Yes
ATAR	Yes
Work Placement	Mandatory 70 hours
SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
RECOGNITION	National and HSC Qualification

ASSESSMENT

Assessment strategies may include:

- Direct observation of practical work
- Written questioning
- Structured tasks including scenarios and case studies
- Portfolios of evidence collated by students

FURTHER STUDY

- Certificate III Business qualifications
- Certificate IV qualifications, for example:
 - Administration
 - Marketing
 - Human Resources
 - Business Analyst
 - Diploma and Degree

CAREER PATHWAYS

Administration Officer, Administrative Assistant, Clerical Officer, Data Entry Operator, Information Desk Clerk, Office Assistant, Receptionist

DUTIES AND TASKS OF AN ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
- Operate a range of office machines such as photocopiers, computers and faxes
- File documents – electronic and hard copy
- Undertake other duties such as banking, credit control or payroll functions

STUDENT OUTCOMES for Certificate II in Business

These are the outcomes of graduates surveyed six months after completing their training for Certificate II in Business.

ABOUT

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

The course will also assist students to develop higher level skills in the following areas:

- Communication
- Teamwork in a business environment
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)
- Deliver customer service



JOB ROLES

Individuals with this qualification are able to perform roles, such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance.





Salary



The middle of the range of salaries earned by graduates in the Management and Commerce field starting their first ever full-time job after graduating (Certificate II).

All statistics are supplied by the [National Centre for Vocational Education Research](#)

Further reading:

<http://training.gov.au/training/details/BSB20120>

<https://smartandskilled.nsw.gov.au/for-students/job-guides>

<https://sbatinnsw.info/school-based-traineeships>

<https://www.myskills.gov.au/courses/details?Code=BSB20120>