



BSB30110 Certificate III in Business - Productivity Places Program (PPP)

So what exactly is a Certificate III in Business?

Dreaming of improving your lot in life but want to keep your options open, or a return to the workforce, maybe a career change? How about adding a business qualification to spruce up your resume and improve your chances of promotion? If you answered yes to any of these questions the Certificate III in Business at EIM is the program for you.

EIM trainers will work closely with you to develop knowledge and skills in general workplace capabilities such as occupational health and safety, organising schedules (including your own), working with diverse

people, recommending and monitoring products/services to customers, managing customer complaints, and how to maintain some basic business records. No matter your future career path, a business qualification such as the Certificate III Business will equip you to work across workplaces and industries. What's even better is that the hands on learning environment at EIM will see you quickly using the latest software technology in word processing, PowerPoint and Excel.

What are you waiting for, live the dream now...

Sounds great. What jobs can I get if I have a Certificate III in Business?

If you want an entry-level job in business such as retail, health care, education, construction or hospitality, this course is an excellent choice. Here are some possible jobs you might be interested in:

- Administration assistant
- Clerical worker
- Information desk clerk
- Customer service advisor
- Office junior
- Receptionist

What types of skills will I gain from a Certificate III in Business?

This course provides you with the knowledge and skills to contribute effectively within a team environment.

• **Communication and team building:** writing workplace correspondence, using negotiating techniques with clients and other people in your workplace, and building interpersonal skills.

• **Initiative and problem-solving:** taking responsibility in working towards improving your business and workplace, being part of an effective team and managing conflict.

• **Planning and self-management skills:** making the most of your time, meeting deadlines and contributing to the effectiveness of the organisation.

• **Learning:** setting and achieving professional development goals and understanding more about business products and services.

• **Business technology:** fundamental computer skills in word processing, spread sheeting and PowerPoint to assist in efficient communications in the workplace.

Sounds exciting. How do I actually take the course?

The Certificate III in Business (PPP) is delivered as classroom, face to face training with an EIM Training Instructor. These sessions are fun and dynamic and held at your local EIM Training campus.

What other qualifications do I need before I enrol?

There are no prerequisites for this qualification, but before you enroll in a *Certificate III in Business*, you should be able to demonstrate that you have basic computer skills in word processing. If you can show a level of competency,

through work experience and job descriptions, or can demonstrate basic numeracy and literacy skills, then you're ready for the next step!

So what does the course cover exactly?

The course comprises of 12 units: 1 core unit, plus 11 elective units. All units are competency based and you are assessed as you progress through each part, so you

know how you are going at each step of the way. Once you finish the last unit successfully, you will attain a *Certificate III in Business*. It's that easy!

Units you can train face-to-face at our campus include:

Core Units

BSBOHS301B Apply knowledge of OHS legislation in the workplace

Elective Units

BSBCMM201A Communication in the workplace

BSBCUS301B Deliver and monitor service to customers

BSBCMM301B Process customer complaints

BSBWOR301B Organise personal work priorities & development

BSBINM301A Organise workplace information

BSBINN301A Promote innovation in a team environment

BSBDIV301A Work effectively with diversity

BSBWRT301A Write simple documents

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

What study pathway can I pursue once I've achieved a Certificate III in Business?

Once you have a *Certificate III in Business*, you can choose to progress on to a *Certificate IV in Business* (BSB40207). This qualification focuses more on leadership in a wide range of business environments. You can also explore a number of complementary Certificate IV

qualifications to supplement your business career. Contact EIM Training if you are interested in any other courses. We have worksheets similar to this one that explain our Certificate IV courses in more detail.

I want to do it. How can I pay for the course?

This course is funded under the Productivity Places Program and there are no costs to eligible participants. If you are unemployed and registered with a Job Services Australia Provider, it may be worth talking to one of our consultants to see if you could be eligible for funding assistance.

If applicable, our team will assist you in your application for appropriate funding.

To find out if you are eligible, contact your nearest campus: Gold Coast Robina (07) 55757575; Hervey Bay (07) 41246422

Information correct at time of printing. Course content, prices, dates and times are subject to variation.