

BSB30120

CERTIFICATE III IN BUSINESS

DURATION
12 months

DELIVERY
Blended

SUBSIDISED BY*
QLD Government

At Harness, we believe in **Realising Potential**—in every person, and in every workplace. For people in administration and business support roles, that means building the practical skills and nationally recognised credentials to grow with confidence, contribute more and take their next career step when they're ready.

WHO IS THIS QUALIFICATION FOR?

Administrators and coordinators ready to back their administration experience with a nationally recognised qualification.

Administration officers, coordinators and business support staff who already keep operations running are ideal candidates—this qualification formalises what they do well and builds on that.

Two ways to enrol. Career Start general training—no employment or training contract needed. Eligibility rules apply, including generally not having completed a Certificate III or higher in the last 10 years. **Career Start traineeship**—you must be employed, with an Apprenticeship and Traineeship Training Contract signed by the required parties. A previous Certificate III doesn't automatically rule you out, but Career Start entitlement and eligibility rules still apply, including limits on previously completed government-funded traineeships.

UNITS OF COMPETENCY

CODE	TITLE
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWH311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
BSBPUR301	Purchase goods and services
BSBINS202	Handle receipt and dispatch of information
BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBOPS306	Record stakeholder interactions
BSBWRT311	Write simple documents
BSBPEF301	Organise personal work priorities

HOW IT'S DELIVERED

One trainer-led virtual workshop every four weeks, delivered live via Microsoft Teams. Between workshops, learners complete online learning and assessment and apply what they learn in their own workplace. Where a learner isn't in a workplace, assessment can be completed through simulated workplace activities. Attendance at every workshop is mandatory.

WHO SHOULD ENROL

TIER 1

Administrators and Coordinators

Promoted into admin roles without formal training.

- Administration Officer
- Project Administrator
- Operations Coordinator
- Training Coordinator
- Compliance Administrator
- Payroll Officer
- Scheduling Coordinator
- Client Services Officer
- HR Administrator
- Recruitment Administrator

TIER 2

Supervisors and Team Leaders

High performers needing stronger business skills before promotion.

- Team Leader
- Leading Hand
- Frontline Supervisor
- Office Manager
- Shift Supervisor

TIER 3

School Leavers and Career Starters

Foundational workplace skills many young workers haven't yet developed.

- School Leaver
- Trainee
- Junior Admin
- Receptionist
- Apprentice (transitioning)

TIER 4

Existing Employees - Internal Development

Consistency across administration functions; succession planning.

- Accounts Team
- Operations Support
- Recruitment Team

LLN ASSESSMENT

All students must complete a **Language, Literacy and Numeracy (LLN) assessment** conducted by Harness Energy as part of enrolment to confirm suitability and identify any learning support needed.

DIRECT ENROLMENT

Subsidised, no concession

\$500*

TRAINEESHIP

Subsidised, no concession

\$664*

TRAINEESHIP

Subsidised, concession

\$265.60*

FEE-FOR-SERVICE

Not eligible for subsidies

\$2,800*