

# BSB30120 Certificate III in Business

## DESCRIPTION

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

This course can be undertaken as a traineeship. Visit [TAFE Apprenticeships and Traineeships](#) for more information.

## ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

A Language, Literacy, Numeracy and Digital Literacy (LLND) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

## DELIVERY DETAILS

Location(s)	Danala – Education Community Precinct, Alice Springs, online	
Duration*	12 months full time, 18 months part time	
Study mode ^^	Face-to-face, online, blended	
Dates ^	Start date: 5/2/2026  Students can enrol at any time after the identified start date and will commence at the start of the next available unit. A specific commencement date will be determined in consultation with the delivery team.	
Attendance ^	<u>Danala</u> Face to face Thursdays 9.00 am – 12 noon 1.00 pm – 4.00pm	<u>Alice Springs</u> Face to face Thursdays 9.00 am – 12 noon (18 months part time)

\* Duration may vary depending on how long a student takes to reach the required competency level.

^ A course timetable/study plan will be provided on application for the course.

^^ Information relating to study modes can be found in the 2026 TAFE Student Guide

## FEES

Fee Type	2026 Course Fees
Fee Free TAFE*	Free

Full Fee	\$4,698.00 - \$5,800.00
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\*This course is part of the Fee Free TAFE initiative. Fee Free TAFE and vocational education and training is a joint initiative of the Northern Territory Government and Australian Governments providing tuition-free training places to students wanting to train, retain or upskill.

Fee-free places are available for eligible domestic students who are NT residents; limited places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)

## ASSESSMENT

Skills and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways including written assessment, questioning, portfolios, work samples, direct observation, practical assessments and third-party feedback.

Throughout your course you will receive information about assessments including how, when and where assessments will be conducted.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you've gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, [VET RPL](#).

## CREDIT TRANSFER (CT)

Charles Darwin University as a Registered Training Organisation recognises the Australian Qualifications Framework qualifications and Statement of Attainments issued by any other Australian Registered Training Organisation (RTO).

Students are encouraged to submit any requests for credit from previous studies at the time of enrolment, to ensure they are not enrolling in units they may not need to undertake.

## RESOURCES

Students will have 24/7 access to assessments and learning resources on Learnline, CDU's online learning platform. Before you can start using Learnline, you'll need to make sure that your computer has the correct setup. For more details: <https://www.cdu.edu.au/current-students/services/learnline>

## STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to BSB40120 Certificate IV in Business.

Possible occupations relevant to this qualification include:

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- Customer service adviser
- Data entry operator
- Information desk clerk
- Administrative Assistant
- Office administrator

- Personal assistant
- Payroll officer
- Receptionist
- Word processing operator

## QUALIFICATION CONTENT

To achieve a Certificate III in Business a total of thirteen (13) units of competency must be completed comprising Six (6) core and Seven (7) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

### CORE UNITS

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
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication

### ELECTIVE UNITS

<b>Group A – Technology (minimum of 2 units)</b>	
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBWRT311	Write simple documents
<b>Group B – Business Competence (minimum of 1 unit)</b>	
BSBPEF301	Organise personal work priorities
<b>Group D - Customer &amp; Client Engagement</b>	
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
<b>Group E - Business Administration</b>	
BSBFIN301	Process financial transactions
BSBHRM416	Process payroll
BSBOPS303	Organise Schedules
<b>Other electives</b>	
FNSFLT311	Develop and apply knowledge of personal finances (unnamed)

## WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

## SUPPORT SERVICES

The University provides support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Financial Support Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support - Life, Health and Wellbeing](#)

## **CONTACT DETAILS**

Business and Workforce Management

E. [vet.business@cdu.edu.au](mailto:vet.business@cdu.edu.au)  
T. 08 8946 7517 (ECP) 08 8959 5312 (ASP)  
W. <https://www.cdu.edu.au/tafe>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.