Quality Training Solutions
Registered Training Organisation

Certificate III in Business
BSB30112
Quality Training Solutions

Quality Training Solutions (QTS) is a Registered Training Organisation (RTO), delivering nationally recognised courses. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS’s education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our Vision is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our Mission is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.

Why Study with QTS?

- Participants have the freedom to study where they like and when they like, progressing at their own pace
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are nationally recognised
- Participants can combine self-paced learning with trainer support. Our trainers are experienced industry professionals who will support students in their progress through their course
- Our courses are competency based
- Our courses are inclusive of training materials
- Participants can continue working while studying
- Our courses lead to a nationally recognised qualification, which is accepted by training providers and employers across Australia
- Our courses can be completed within 6 - 12 months, less if you commit the time
Certificate III in Business

BSB30112

Overview

The Certificate III in Business reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Participants undertaking the Certificate III in Business will develop skills and knowledge to perform a range of responsibilities, working under minimal supervision in any business environment.

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake distance learning. Students can "attend" a course at anytime, from anywhere.
Qualification Details:

Cost: Please contact the friendly staff at QTS for more information about qualification cost. Please note, payment plans are available.

Phone: 1300 946 309 or 07 5593 8333

Email: admin@qts.edu.au

Potential Career Outcomes:

- Customer service adviser
- Data entry operator
- General clerk
- Payroll officer
- Typist
- Word processing operator

Delivery Mode:

- Online
- Distance (workbooks and assessments sent via post)
- Recognition of Prior Learning

Course Duration: 18 months max

Student Support: Both phone and email support is provided throughout enrolment

Nationally Recognised: Yes

Pathways: Previous completion of the Certificate II in Business or similar, or experience assisting in a range of support roles

Entry Requirements: Minimum age for entry into this qualification is 16 years. If under 18 years enrolment form must be signed by a parent or guardian.

Resource Requirements: Students must have access to a computer. Students will also need access to the following

- Internet
- Printer
- Scanner
- Macromedia Flash Player
- Adobe Acrobat Reader
Unit Descriptions:

**CORE UNIT**

**BSBWHS302A Apply knowledge or WHS legislation in the workplace**
- Determine the legal framework for the WHS in the workplace
- Contribute to activity that reflects WHS legislative requirements
- Keep up to date with legislation and relevant publications

**BSBPUR301B Purchase goods and services**
- Understand purchasing and own requirements
- Make purchases
- Receive purchases

**ELECTIVE UNITS**

**BSBCMM301B Process customer complaints**
- Respond to complaints
- Refer complaints
- Exercise judgement to resolve customer service issues

**BSBITU302B Create electronic presentations**
- Prepare to create presentations
- Create presentation
- Finalise presentation

**BSBCUS301B Deliver and monitor a service to customer**
- Identify customer needs
- Deliver a service to customers
- Monitor and report on service delivery

**BSBITU303A Design and produce text documents**
- Prepare to produce word processed documents
- Design word processed documents
- Add tables and other data
- Produce text documents

**BSBITU304A Produce spreadsheets**
- Select and prepare resources
- Plan spreadsheet design
- Create spreadsheet
- Produce simple charts
- Finalise spreadsheets

**BSBINN301A Promote innovation in a team environment**
- Create opportunities to maximise innovation within the team
- Organise and agree affective ways of working
- Support and guide colleagues
- Reflect on how the team is working

**BSBITU306A Design and produce business documents**
- Select and prepare resources
- Design document
- Produce document
- Finalise document
BSBITU309A Produce desktop published documents
- Prepare to produce desktop published document
- Set up desktop published document
- Create desktop published document
- Finalise desktop published document

BSBWRT301A Write simple documents
- Plan document
- Draft document
- Review document
- Write final document

BSBWOR301A Organise personal work priorities and development
- Organise and complete own work schedule
- Monitor own work performance
- Coordinate personal skill development and learning

BSBPRO301A Recommend products and services
- Develop and maintain knowledge of products and services
- Recommend products and services
- Advise on promotional activities
Enrol Today!

Enrolling into the Certificate III in Business through QTS is a quick and easy process.

To enrol, simply go to the QTS website at [www.qts.edu.au](http://www.qts.edu.au) and click ‘Enrol Now.’

Here you will be able to access the QTS participant handbook and enrolment form. Please complete the enrolment form and either email it to [admin@qts.edu.au](mailto:admin@qts.edu.au) or post it to the following address:

Quality Training Solutions  
PO BOX 92  
Miami  
QLD 4220

If you require any additional information or assistance then please don’t hesitate to contact our friendly staff on 1300 946 309 or email [admin@qts.edu.au](mailto:admin@qts.edu.au)

Other Qualifications Available Through QTS Include:

- Certificate III in Business Administration
- Certificate IV in Business Administration
- Certificate IV in Business
- Certificate IV in Frontline Management
- Certificate IV in Small Business Management
- Certificate IV in Human Resources
- Certificate IV in Bookkeeping
- Diploma of Business
- Diploma of Management