

CERTIFICATE III IN BUSINESS (Retail Specialisation) BSB30115 TRAINEESHIP



FLEXIBLE SUPPORTIVE EDUCATION

The Certificate III in Business will help you to kick start your career with Australia's largest household hardware chain. The world in which we live in is dominated by businesses both big and small. There is a strong argument that in the future, everyone will need to have had a business education as whatever you do in your professional life, the chances are that it will involve some form of business. From customer service and occupational health and safety, to a number of specialty areas including administration, finance, marketing and management, modern businesses are not just about boring paper jobs! Use this Certificate III in Business to gain knowledge about the engine that drives the world, and then take your skills off the page and put them towards an exciting career.

EMPLOYMENT OPPORTUNITIES

- Customer Service Adviser
- Receptionist
- Data Entry Operator
- General Clerk

COURSE REQUIREMENTS

To achieve a Certificate III in Business 12 units must be completed including 1 core unit and 10 elective units. 7 units are from Group A and 4 from Group B.

CORE UNITS:

Apply knowledge of WHS legislation in the workplace BSBWHS302

ELECTIVE UNITS:

Group A

Process customer complaints BSBCEM301
Deliver and monitor a service to customers BSBCUS301
Work effectively with diversity BSBDIV301
Contribute to effective workplace relationships BSBFLM303
Recommend products and services BSBPRO301
Organise personal work priorities and development BSBWOR301
Implement and monitor environmentally sustainable work practices BSBSUS401

Group B

Apply point-of-sale handling procedures SIRXCCS201
Build relationships with customers SIRXSL303
Maintain and order stock SIRXINV002A
Coordinate merchandise presentation SIRXMER303
Perform stock control procedures SIRXINV001A
Maintain store security SIRXRSK002A

COURSE DELIVERY

The Certificate III in Business is delivered over 12 months. Trainers will deliver training on the job with regular workplace visits.

Call or email us and enrol today!

1300 936 864

admin@aurora.edu.au



NATIONALLY RECOGNISED
TRAINING



USER CHOICE (APPRENTICESHIP AND TRAINEESHIP FUNDING)

The User Choice program provides a public funding contribution towards the cost of training for eligible Queensland apprentices and trainees.

Aurora Training Institute is a Pre-Qualified Supplier under this program for the delivery of this Certificate III qualification as a traineeship pathway for new and existing employees.

CO-CONTRIBUTION FEE

The Co-Contribution Fee under the User Choice program is dependent on the elective choice. Fees are paid at a rate of \$1.60 per nominal hour. This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.

MORE INFORMATION

For more information on the User Choice program visit the [Queensland Government](http://www.training.qld.gov.au) website at www.training.qld.gov.au.

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