

Why choose h&h?

- We are a Nationally Registered Training Organisation with over 20 years' experience in teaching and training for business and the aged care, disability and childcare industries;
- We have strong relationships with industry employers, which facilitates successful employment outcomes and opportunities;
- Choose how you learn (classroom, distance or traineeship);
- We offer small, hands-on learning groups, with no more than 20 students in any class;
- We offer support in all areas of study, work experience, resume and cover letter writing, and interview processes, with email support available six days a week (24-hour turnaround);
- Our trainers and staff have extensive industry knowledge and speak a variety of languages to support all our students;
- We offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) for students with qualifying previous study;
- All courses offer nationally recognised qualifications; and
- We offer payment plans to suit your financial needs.



Want to know more?

If you want to learn more about h&h, the other courses we offer and find out how to enrol, simply visit our website, or call us to chat to one of our friendly staff members.

h&h Accredited Training Australasia Inc.

Web: www.hnh.org.au

Phone: (02) 9682 0100

Email: granville@hnh.org.au

College opening hours: Monday to Saturday,
8.30am to 4.30pm.

Certificate III in Business (BSB30115)

Nationally Registered Training Organisation | RTO ID: 90784

Certificate III in Business

BSB30115

Your business future begins here



About this Certificate

This course qualifies you to work in a variety of business administration roles. You will be able to tailor the elective units to best suit your individual requirements and outcomes. Graduates may be employed in roles including Office Administrator, Receptionist, Data Entry Officer, Office Assistant, Customer Service Officer and Call Centre Officer.

Key elements of this course include*:

- Applying knowledge of Workplace Health & Safety (WHS) legislation in the workplace;
- Delivering and monitoring a service to customers;
- Designing and producing text documents;
- Supporting continuous improvement systems and processes;
- Working effectively with diversity;
- Contributing to team effectiveness;
- Processing customer complaints; and
- Producing Excel spreadsheets.

* Please visit our website to view full course elements.

Why choose this course?

This course gives you the basic skills and knowledge required to work in a business environment. You will learn about effective customer service, communication skills and business procedures. You will be able to produce professional business and computer-based documents.

“I’m doing my Certificate III in Business and it has been the best experience with the most amazing trainer! Highly recommended!”

Kaitlin Dowie
Student, Certificate III in Business
BSB30115

“This is a highly educated faculty with staff that guided me to achieve my dreams. I can’t thank them enough for all the support I have received.”

Aarti Pandher
Former student, Certificate III in Business
BSB30115

What you’ll receive

This course is made up of academic and practical components to prepare you for employment in a business environment. Students are required to complete 12 units, of which one unit is mandatory and 11 are elective. These can be completed at our campus in Granville (22 weeks), as Distance Learning (12 months) or as a Traineeship (12 months).

h&h Accredited Training offers weekday, weekend and evening classroom study options. Smart & Skilled Funding is available for eligible students (this training is subsidised by the NSW Government). Contact us to find out more.

