

BSB30120 Certificate III in Business: 13 units, and how a business qualification differs from a hospitality one | CHT

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Details:

Product

Product Facts

****Product Name**:** Certificate III in Business (BSB30120) Melbourne, VIC - Complete Hospitality Training ****Fulfillment Type**:** online ****Category**:** Education & Training > Vocational & Professional Certificates

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment, and relevant theoretical knowledge. They may provide technical advice and support to a team.

BSB30120 Certificate III in Business

We deliver this course through workplace (traineeship). Our official course page lists a duration of 12 months. These are our delivery arrangements for this course; the qualification and unit comparisons below explain the national requirements. Check the official course page for current intake and enrolment details.

View our official course details and booking information . Course details checked 2 October 2026.

Course background and related accredited requirements

BSB30120 is a thirteen-unit Certificate III from the BSB Business Services Training Package — six core units and seven electives. It is the smallest qualification on our scope, and the only Certificate III we deliver that does not come from the hospitality package.

It supersedes six earlier qualifications, and in no case are they equivalent . That distinction has practical consequences, and this page sets them out along with the structure, the four specialisations, the entry conditions, what the qualification is worth under an award, and how it compares with our hospitality Certificate IIIs.

At a glance

| | | | --- | --- | | Code | BSB30120 | | Title | Certificate III in Business | | Training package | BSB Business Services | | Package developer | Future Skills Organisation | | Current release | Release 2, 25 January 2022 | | Status | Current, to 30 June 2032 | | Total units | 13 — 6 core, 7 elective | | Elective structure | 2 from Group A, 1 from Group B, 4 flexible | | Specialisations | Four , built from Groups D to G | | Entry requirements | Nil | | Licensing | None applies to the qualification | | Minimum work placement hours | None | | AQF level | 3 | | AQF volume of learning | 1 to 2 years | | Supersedes | Six qualifications, none equivalent | | On our scope | Yes, RTO 3722, deliver and assess | | Delivery | All 8 states and territories | | CRICOS | Not registered |

We hold four BSB qualifications and 23 BSB skill sets , within a scope of 17 current qualifications , 81 current skill sets and 579 current units . See about us .

The supersession, and why non-equivalence matters

BSB30120 supersedes six qualifications, all dated 18 October 2020:

Superseded code	Title	Equivalent?
BSB30115	Certificate III in Business	No
BSB30215	Certificate III in Customer Engagement	No
BSB30415	Certificate III in Business Administration	No
BSB30815	Certificate III in Recordkeeping	No
BSB30915	Certificate III in Business Administration (Education)	No
BSB31115	Certificate III in Business Administration (Medical)	No

That list explains the non-equivalence better than any single comparison would. The 2020 restructure of the BSB package collapsed six separate Certificate IIIs into one. Customer engagement, recordkeeping and three flavours of business administration all now route to the same qualification. A single award cannot be content-equivalent to six different predecessors at once, so none of them are.

The pattern repeats across the whole BSB package

BSB30120 is not an outlier. The same merger ran through every level, and the register records it:

Current qualification	Predecessors superseded	Any equivalent?
BSB30120 Certificate III in Business	6	None
BSB40120 Certificate IV in Business	8	None
BSB40520 Certificate IV in Leadership and Management	1	BSB42015 Yes
BSB50120 Diploma of Business	7	None

Twenty-one predecessor qualifications collapsed into three current ones, with no equivalence anywhere — and the one qualification that was a straight one-to-one replacement, BSB40520, is the one that is equivalent. That is the clearest possible demonstration that the equivalence flag tracks whether content was genuinely preserved, not whether a code was replaced.

So if you hold any superseded BSB qualification, reaching the current one is a credit transfer and RPL assessment. BSB42015 is recorded as equivalent to BSB40520, which can support a credit-transfer or transition decision, but it does not automatically award the newer qualification.

What non-equivalence actually means for you

The equivalence column is the important one, and it is easy to skim past.

When a training package records two qualifications as equivalent, it records equivalent workplace outcomes. It does not automatically replace an existing certificate or guarantee that no further requirements apply to a learner seeking the newer qualification.

BSB30120 is not in that position. All six of its predecessors are recorded as not equivalent, which means the content changed enough that holding any of them is not automatically treated as holding BSB30120. Someone who needs the current qualification and holds a superseded one should expect a credit transfer and recognition of prior learning assessment rather than an automatic upgrade. Many completed units will still count — that is what credit transfer is for — but it is an assessment, not a swap.

Those two processes are different and worth naming correctly. Credit transfer, under Standard 1.7 of the Outcome Standards, recognises units you have already completed at any RTO — your Statement of Attainment is the evidence and there is no reassessment. Recognition of prior learning, under Standard 1.6, assesses prior skills, learning and experience against the unit's own evidence requirements. Moving from a 2015-era BSB code to BSB30120 typically uses both. We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance.

This matters most to people who would not think of themselves as holding a "business" qualification at all. A medical receptionist with BSB31115, or an administrator with BSB30815 Recordkeeping, is in

exactly the same position as someone holding the old BSB30115: the current equivalent of their credential is BSB30120, and reaching it is an assessment rather than a transfer.

All six superseded codes are not on our scope of registration. An RTO may only deliver and issue what appears on its scope. If any of them is advertised anywhere with a current fee attached, check it on training.gov.au first.

Structure and packaging rules

Thirteen units must be completed: six core and seven elective.

The elective split is:

2 units from Group A — Technology

1 unit from Group B — Business Competence

4 remaining : up to four from Groups A to G, or up to three from a Certificate II, III or IV in this or any other currently endorsed training package or accredited course

The elective majority means the qualification can be shaped substantially toward a role — administration, customer service, records management or general business support. Every elective must be relevant to the work environment and the qualification , must maintain the integrity of the AQF alignment , and must contribute to a valid, industry-supported vocational outcome . Those are packaging rules, not guidance, which is why an RTO will push back on an incoherent set.

The four specialisations, and how you actually earn one

That breadth is the direct consequence of the consolidation above: the electives are what now distinguish an administration pathway from a customer engagement or recordkeeping one, where previously the qualification code did. The package still recognises those directions as specialisations , but they are built from electives rather than being separate awards — and the mechanism is specific.

To achieve a specialisation, four of your seven elective units must come from the corresponding group. The specialisation is then recorded in brackets on the testamur:

Specialisation	Elective group	How it appears on the testamur	Job role the package names	---
---	---	---	Customer Engagement	Group D BSB30120 Certificate III in Business (Customer Engagement) Customer Service Representative
Business Administration	Group E	BSB30120 Certificate III in Business (Administration)	Administrative Assistant	Medical Administration
Group F	BSB30120 Certificate III in Business (Medical Administration)	Medical Receptionist, Medical Secretary	Records and Information Management	Group G BSB30120 Certificate III in Business (Records and Information Management)
Records Assistant				

Two things follow from that table, and both are worth knowing before you choose electives.

First, the notation on the testamur for Business Administration is (Administration) , not "(Business Administration)" — a small point that matters when an employer or a registration body is matching a credential against a job advertisement.

Second, the arithmetic is tight. You have seven electives, of which three are already committed — two to Group A Technology and one to Group B Business Competence. A specialisation needs four from a single group , which uses your remaining four exactly. So taking a specialisation consumes the whole flexible allowance: you cannot earn a specialisation and pick up unrelated units in the same qualification, and you cannot earn two specialisations in one qualification. Deciding whether you want a specialisation at all is therefore a decision made at enrolment, not halfway through.

Third consequence, for the group that most often cares: the Medical Administration specialisation via Group F is the closest current equivalent to the old BSB31115 Certificate III in Business Administration

(Medical). Someone holding that superseded code, or working toward the same role, should be looking at Group F specifically rather than at the general qualification.

The six core units

| 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 | | BSBWHS311 | Assist with maintaining workplace safety | | BSBXCM301 | Engage in workplace communication |

Read as a set, the core is notably contemporary for a Certificate III. Alongside the expected workplace communication and safety units sit personal wellbeing , sustainable work practices and inclusive work practices . That composition tells you what the qualification is actually for: a person entering a business environment who is expected to work within a team, communicate clearly, and understand the workplace obligations that surround them.

One note on BSBWHS311 Assist with maintaining workplace safety: the obligations it sits inside differ by jurisdiction. Victoria operates under the Occupational Health and Safety Act 2004 and places duties on the employer ; every other state and territory uses the model work health and safety laws and the term PCBU . A multi-state employer cannot paste one set of procedures across both.

One elective, SIRXOSM003 Use social media and online tools, carries a prerequisite. Units with prerequisites have to be sequenced, so check individual unit requirements before finalising an elective set.

Or take a skill set instead

If thirteen units is more than your situation needs, we hold 23 BSB skill sets — more than in any other package on our scope — and most are not advertised as courses. Several draw on the same units as this qualification, and their units credit-transfer into the full qualification later under Standard 1.7. Ask by code; the hospitality list is on all courses and the business sets can be confirmed on the register.

Duration, licensing, placement and the certificate

Four facts about the qualification itself, set outside any provider's control.

Entry requirements: nil. The training package records them as nil — no prerequisite qualification and no prior experience. Our own enrolment conditions are separate and are set out below.

No licence attaches to it. At the time of publication, no licensing, legislative or certification requirements apply to BSB30120 . That is worth stating plainly on a qualification with a Medical Administration specialisation, because holding it does not register you with anything, and it does not by itself satisfy any employer screening requirement — a working with children check, a police check or a health-sector credentialling requirement is a separate matter the employer imposes.

No minimum work placement hours. The qualification carries none. That is a real difference from the hospitality and cookery qualifications, where service-period minimums inside individual units mean workplace or simulated-workplace time is unavoidable. A business Certificate III can in principle be completed without a placement, so if a provider requires one, that is the provider's delivery model rather than a training package rule, and you are entitled to be told about it — including any obligation to travel or pay for accommodation to attend it — before you enrol.

Duration and the certificate. The AQF volume of learning for a Certificate III is 1 to 2 years ; Certificate II is 0.5 to 1 year, Certificate IV is 0.5 to 2 years and Diploma is 1 to 2 years. The volume must be sufficient for graduates to achieve the learning outcomes , and ASQA names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" and "marketing unrealistically short courses" as compliance risks in their own right. Once you are assessed as competent, the RTO must issue your AQF certification documentation within 30

calendar days of completion of the assessment , provided you have completed the qualification (or the units you later withdrew from) and paid all agreed fees. The testamur must carry the issuing organisation's name, registration code and logo, the code and title of the qualification, the Nationally Recognised Training logo , an authorised signature, a seal or unique identifier, a statement recognising the qualification within the AQF, and the specialisation title in brackets where one applies . Your USI must not be printed on it , and the RTO must retain certification records for thirty years .

A different training package

Most of our scope sits in the SIT Tourism, Travel and Hospitality Training Package , developed by Service and Creative Skills Australia. BSB30120 comes from the BSB Business Services Training Package , developed by the Future Skills Organisation .

Different package, different developer, different unit prefix — BSB rather than SIT. The Australian Qualifications Framework is common to both, so a Certificate III sits at the same AQF level either way, but the content does not overlap.

In practice this suits someone whose hospitality role is administrative rather than operational — front office, bookings, accounts, coordination — or who wants a transferable business credential alongside hospitality experience.

How it compares with our other Certificate III qualifications

Qualification	Package	Total	Core	Elective	---	---	---	---	---
BSB30120 Certificate III in Business	BSB	13	6	7					
SIT30622 Certificate III in Hospitality	SIT	15	6	9					
SIT30722 Certificate III in Hospitality (Restaurant Front of House)	SIT	20	9	11					
SIT30821 Certificate III in Commercial Cookery	SIT	25	20	5					

Four qualifications, all at Certificate III, ranging from thirteen units to twenty-five. AQF level does not determine size. The training package does, and it reflects how much defined content the industry considers essential for the job outcome. Commercial cookery needs twenty core units because a cook must demonstrate a wide range of specified techniques; business needs six because the role varies far more by workplace.

None of the four has entry requirements in its training package, and all four sit in the same AQF volume-of-learning band of 1 to 2 years — which is another way of seeing that unit count, not AQF level, is what tells you the workload.

What it is worth under an award, and the catch

Three of the four modern awards covering hospitality premises carry a classification floor: a relevant AQF Certificate III or higher , used at work, sets a minimum classification of Level 4 under MA000009 (cl 18.1), MA000119 (cl 18.1) and MA000058 (cl 18.3). The fast food award, MA000003, has no equivalent provision.

The catch is the word "relevant". The provision keys to a qualification relevant to the classification in which you are employed , and you must make use of the skills. So a Certificate III in Business does not automatically do for a hospitality worker what a Certificate III in Hospitality does — it depends entirely on what you are employed as.

Where it lands squarely: the hospitality awards carry clerical classifications alongside the operational ones. Under MA000119 , Schedule A places Clerical grade 3 at Level 4, next to Food and beverage attendant grade 4 (tradesperson) and Cook grade 3 (tradesperson). So for someone employed in a clerical or administrative classification in a hospitality venue — accounts, bookings, front-office administration — BSB30120 is the directly relevant qualification, and it is the one that supports the Level 4 argument. If you are heading that way, the Business Administration specialisation via Group E is the version of the qualification that most obviously matches a clerical classification.

Where it does not: if you are employed as a food and beverage attendant, a cook or a gaming attendant, a business qualification is not obviously relevant to that classification, and a hospitality Certificate III is the stronger evidence. Choosing BSB30120 for the credential while working an operational role may not move your classification at all.

Which award applies is decided by the premises, not the job title : MA000009 for hotels, pubs, taverns, resorts, casinos and caterers; MA000058 for registered not-for-profit clubs (MA000009 clause 4.4(d)(i) expressly excludes them); MA000119 for standalone restaurants, cafes and night clubs; MA000003 for takeaway and food courts.

No pay rates are published here. Award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with your award code and classification.

Entry requirements

The training package sets no entry requirements for BSB30120 — the register records them as nil.

We apply our own enrolment conditions, which are provider requirements rather than training package rules:

Learners must be 16 years of age or over at course commencement

Learners under 17 who have not completed Year 10 need documentation exempting them from school attendance and identifying the relevant employer for an apprenticeship or traineeship

Learners under 17 who have completed Year 10 need a Transition From School Form or equivalent correspondence

Language, literacy and numeracy skills at or around Australian Core Skills Framework (ACSF) Level 3 , equivalent to senior secondary school level — an expectation we apply across multiple qualifications including its Certificate III and Certificate IV programs in hospitality, business, and leadership and management

Regular access to a computer, tablet or smartphone with reliable internet, and a current email address

Apprenticeship and traineeship learners must be employed under a training contract and referred by their employer

All learners complete an LLN assessment during application and enrolment to determine their ACSF level. It is used to identify current skill level, identify any support needs, and inform the learning and assessment strategy for that learner — not as a pass or fail gate.

That assessment sits inside the pre-training review , required under Standard 2.2 of the Outcome Standards for RTOs , which obliges an RTO to review a prospective student's skills and competencies before enrolment — including language, literacy, numeracy and digital literacy, and individual requirements such as prior experience and any unit prerequisites — and advise whether the training product suits them. It also identifies credit transfer and RPL opportunities, so it is the right moment to raise either, and the right moment to settle whether you want a specialisation . Bring your USI and any existing Statements of Attainment.

For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another.

You are also entitled, before enrolling or before fees become payable, to a full schedule of fees including prepaid fees, the code and title, duration, modes of delivery, location, dates, whether licensing requirements apply, any third-party arrangements, the support services available, any obligation to

acquire materials or undertake and travel to a placement, any cost of obtaining a USI or withdrawing, and how to lodge an enquiry and how long to expect to wait for an answer.

Delivery and funding

BSB30120 is on our national scope as deliver and assess and, according to our current delivery information, is available in all states and territories : ACT, NSW, NT, QLD, SA, TAS, VIC and WA.

This is worth noting because several of our hospitality qualifications are restricted. SIT50422 and SIT50322 are Victoria only, SIT40521 is Victoria and Western Australia, and SIT30821 is SA, TAS, VIC and WA. BSB30120 carries no such restriction.

Funding does differ by state. We hold a Victorian Skills First VET Funding Contract as TOID 3722, and in Victoria the provider determines a learner's subsidy eligibility and holds the evidence for that determination. Delivery in New South Wales is fee-for-service and unsubsidised. Subsidised is not free — a student contribution generally applies, sometimes at a concession rate. Where a concession applies under the Victorian contract, the concession fee is capped at no more than 20 per cent of the standard tuition fee , which is a mandatory reduction rather than a discretionary discount. Confirm the current fee directly.

One funding constraint that catches people stacking short courses: the Victorian program limits a student to two subsidised AQF qualifications per calendar year , two skill sets per calendar year , and two subsidised programs at the same time , and the limits count commencements, not completions — so a program merely scheduled to start later in the same year already counts. If you are considering this qualification alongside other funded training, the sequence matters.

Where it leads

Within the business package, the natural progression is BSB40120 Certificate IV in Business or BSB40520 Certificate IV in Leadership and Management , both on our scope, and then BSB50120 Diploma of Business .

BSB40520 is the more common next step for someone moving into supervision, because it shifts from performing business tasks to leading a team. It is also the shortest qualification on our scope at twelve units, and the only BSB qualification recorded as equivalent to its predecessor.

If the destination is hospitality supervision specifically rather than general leadership, compare SIT40422 Certificate IV in Hospitality — 21 units, hospitality-specific, and the only one of the two that is CRICOS-registered.

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E, Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 . See about us , all courses and the student toolkit .

BSB30120 is on our national scope of registration as deliver and assess and, according to our current delivery information, is available in all states and territories. Completing it produces a nationally recognised qualification; partial completion produces a Statement of Attainment for the units achieved, carrying the full title and national code of each unit.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling. Equivalence wording clarified on 2 October 2026. We verify evidence and applicable requirements before making credit-transfer decisions; an equivalence mapping is not an automatic award of a newer qualification. ASQA credit-transfer guidance ; ASQA training-product changes .

How many units are in BSB30120?

Thirteen: six core and seven elective. Two electives come from Group A Technology and one from Group B Business Competence, leaving four more flexible.

Are there entry requirements?

No. The training package records them as nil. We apply our own age, technology and language, literacy and numeracy conditions, including an expectation of around ACSF Level 3 and an LLN assessment at enrolment.

What are the four specialisations, and how do I get one?

Customer Engagement (Group D), Business Administration (Group E), Medical Administration (Group F) and Records and Information Management (Group G). You earn one by taking four of your seven electives from a single group, and it is then shown in brackets on the testamur — note that Business Administration appears as (Administration).

Can I take two specialisations?

No. Three of your seven electives are already committed to Groups A and B, so a specialisation uses the remaining four exactly. One specialisation per qualification, and the decision belongs at enrolment.

Which specialisation replaces the old medical administration certificate?

Medical Administration, built from Group F, is the closest current equivalent of the superseded BSB31115 Certificate III in Business Administration (Medical). The package names Medical Receptionist and Medical Secretary as the job roles.

Is there a work placement requirement?

Not in the qualification — it carries no minimum work placement hours. If a provider requires one, that is its delivery model, and it must tell you about it, and about any travel or accommodation cost, before you enrol.

Does the qualification give me any licence or registration?

No. At the time of publication no licensing, legislative or certification requirements apply to BSB30120. Employer screening such as a police check or a working with children check is a separate matter the employer imposes.

How long should thirteen units take?

The AQF volume of learning for a Certificate III is 1 to 2 years, and the volume must be sufficient for graduates to achieve the learning outcomes. ASQA treats unjustified acceleration and unrealistically short marketed courses as compliance risks.

When must my certificate be issued?

Within 30 calendar days of completion of the assessment, provided you have completed the qualification and paid all agreed fees. Any specialisation appears in brackets on the testamur, and the RTO keeps certification records for thirty years.

Is BSB30120 a hospitality qualification?

No. It comes from the BSB Business Services Training Package, developed by the Future Skills Organisation, not the SIT hospitality package.

Does it count as a Certificate III?

Yes. It sits at the same AQF level as the SIT Certificate III qualifications, though the content is entirely different and it is shorter.

I hold BSB30115. Am I treated as holding BSB30120?

No. BSB30120 supersedes BSB30115 but the two are recorded as not equivalent. Completed units may still attract credit transfer, but that is an assessment rather than an automatic upgrade.

Which qualifications does BSB30120 supersede?

Six, all on 18 October 2020: BSB30115 Business, BSB30215 Customer Engagement, BSB30415 Business Administration, BSB30815 Recordkeeping, BSB30915 Business Administration (Education) and BSB31115 Business Administration (Medical). None is recorded as equivalent.

I hold a Business Administration or Recordkeeping certificate. Where does that leave me?

In the same position as a BSB30115 holder. BSB30415, BSB30815, BSB30915 and BSB31115 were all superseded by BSB30120 and none is equivalent, so the route to the current qualification is credit transfer and recognition of prior learning rather than an automatic upgrade.

Why is none of them equivalent?

Because the 2020 restructure merged six qualifications into one. A single award cannot be content-equivalent to six different predecessors, so the National Register records each mapping as non-equivalent. The same happened at Certificate IV (eight predecessors) and Diploma (seven).

Is any BSB qualification equivalent to its predecessor?

One on our scope: BSB40520 Certificate IV in Leadership and Management is equivalent to BSB42015. It was a one-to-one replacement rather than a merger, which is exactly why.

Will BSB30120 increase my pay in a hospitality venue?

Only if it is relevant to the classification you are employed in. The hospitality awards carry clerical classifications alongside operational ones — under MA000119, Clerical grade 3 sits at Level 4 — so for an administrative or accounts role it is the directly relevant qualification, and the Group E Administration specialisation matches it most obviously. For a food and beverage or kitchen classification, a hospitality Certificate III is the stronger evidence.

Can international students enrol?

Not in this qualification. BSB30120 is not CRICOS-registered. Our three CRICOS-registered courses are SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C).

Can I combine it with hospitality units?

The qualifications are separate awards, but every unit you complete in either package appears on the same national training transcript against your Unique Student Identifier, and units can be imported as electives where the packaging rules allow — here, up to three from a Certificate II, III or IV in any other currently endorsed training package.

Which electives should I choose?

That depends on the job outcome sought. Electives must be relevant to the work environment and the qualification, maintain AQF alignment and contribute to a valid industry-supported vocational outcome. Since the consolidation, the electives are what distinguish an administration pathway from a customer engagement or recordkeeping one, and four from one group earns the specialisation. Note that SIRXOSM003 has a prerequisite, so sequencing matters.

Does taking this qualification affect other funded training in the same year?

In Victoria it can. The subsidised limits are two AQF qualifications and two skill sets per calendar year and two programs at once, counted on commencement rather than completion, and a program

scheduled to start later in the same year already counts.

Is there something smaller than the full qualification?

Yes. We hold 23 BSB skill sets, more than in any other package on our scope, and most are unadvertised. Their units credit-transfer into the qualification later.

Do I need a USI?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another.

What comes after BSB30120?

BSB40120 Certificate IV in Business or BSB40520 Certificate IV in Leadership and Management, both on our scope, then BSB50120 Diploma of Business.