



## BSB30110

### CERTIFICATE III IN BUSINESS

This qualification 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.

#### ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification

OR

- With vocational experience assisting in a range of support roles without a formal business qualification.

#### OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Customer service advisor
- General Clerk
- Typist
- Data Entry Operator
- Payroll Officer
- Word processing operator

#### EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Guiding others in overcoming problems or challenges and resolving conflicts in the workplace
- Organising workplace information on behalf of themselves and/or others
- supervising a small team in a business environment
- communicating to team and clients and using technology
- producing written correspondence and reports
- monitoring and reporting the performance of their own work and that of others in their area.
- Contributing to planning processes and identifying priorities
- Setting team goals and training staff to meet these goals.

#### CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager.



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## SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

## COURSE OUTCOMES

Gain the skills required to:

Communicate verbally with others in negotiation, training and questioning  
 Write a range of simple documentation and communications  
 Complete individual tasks to support team goals  
 Use manuals and other documentation to overcome problems with information technology or other office equipment  
 Contribute to planning processes with team members to meet expected outcomes  
 Gather, organise and apply workplace information for the organisation's work processes and information systems  
 Identify development needs and seek training to fill the needs  
 Identify priorities and pursue personal work goals according to organisational objectives

Convey workplace procedures and work instructions to team members  
 Demonstrate individual responsibility for completing tasks  
 Resolve issues and conflicts with team members  
 Suggest improvements to support the development of improved work practices and team effectiveness  
 Develop a comprehensive knowledge and understanding of products and services

Use word processing packages, spreadsheets or databases to produce written correspondence and reports  
 Monitor and record the performance of own work area  
 Use information communication technology to communicate with team members and clients

## Course Structure

To complete this qualification, the student is required to complete 12 Units. This comprises of 1 core unit and 11 elective units. At least 7 of the elective units must be chosen from the elective list below, the remaining 4 elective units may be chosen from any other Certificate III level qualification offered by Target Training. Alternatively, 1 elective unit may be chosen from a certificate II level qualification and 2 elective units may come from a certificate IV level qualification offered by Target Training. Elective units must be relevant to work outcome, local industry requirements and the qualification level.

## CORE UNIT

<b>BSBOHS301B</b>	Apply knowledge of OHS legislation in the workplace
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## ELECTIVE UNITS

<b>BSBCUS301A</b>	Deliver and monitor a service to customers
<b>BSBDIV301A</b>	Work effectively with diversity
<b>BSBFIA301A</b>	Maintain financial records
<b>BSBADM311A</b>	Maintain business resources
<b>BSBINM301A</b>	Organise workplace information
<b>BSBINM302A</b>	Utilise a knowledge management system
<b>BSBFLM306C</b>	Provide workplace information and resourcing plans
<b>BSBINN301A</b>	Promote innovation in a team environment
<b>BSBCMM301A</b>	Process customer complaints
<b>BSBITU301A</b>	Create and use databases



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**ELECTIVE UNITS – continued**

<b>BSBITU302B</b>	Create electronic presentations
<b>BSBITU303A</b>	Design and produce text documents
<b>BSBITU304A</b>	Produce spreadsheets
<b>BSBITU306A</b>	Design and produce business documents
<b>BSBFLM309C</b>	Support continuous improvement systems and processes
<b>BSBFLF305C</b>	Support operational plan
<b>BSBPRO301A</b>	Recommend products and services
<b>BSBPUR301B</b>	Purchase goods and services
<b>BSBSUS301A</b>	Implement and monitor environmentally sustainable work practices
<b>BSBWOR302A</b>	Work effectively as an offsite worker
<b>BSBFKM303C</b>	Contribute to effective workplace relationships
<b>BSBFLM312C</b>	Contribute to team effectiveness
<b>BSBFLM311C</b>	Support a workplace learning environment
<b>BSBWRT301A</b>	Write simple documents

**Learning Outcomes:**

**Core Unit:**

**BSBOHS301B Apply knowledge of OHS legislation in the workplace**

1. Determine the legal framework of OHS in the workplace
2. Apply knowledge of OHS legislation, policies and procedures in the workplace
3. Maintain knowledge of OHS legislation, industry and organisational requirements

**Elective Units:**

**BSBADM311A Maintain business resources**

1. Advise on resource requirements
2. Monitor resource usage and maintenance
3. Acquire resources

**BSBINM301A Organise workplace information**

1. Collect and assess information
2. Organise information
3. Review information needs

**BSBCMM301A Process customer complaints**

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

## **BSBINN301A Promote innovation in a team environment**

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

## **BSBITU301A Create and use databases**

1. Create a simple database
2. Create reports and queries
3. Use database

## **BSBITU302B Create electronic presentations**

1. Prepare to create presentation
2. Create presentation
3. Finalise presentation

## **BSBITU303A Design and produce text documents**

1. Prepare to produce word processed documents
2. Design word processed documents
3. Add tables and other data
4. Produce text documents

## **BSBITU304A Produce spreadsheets**

1. Select and prepare resources
2. Plan spreadsheet design
3. Create spreadsheet
4. Produce simple charts
5. Finalise spreadsheets

## **BSBITU306A Design and produce business documents**

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

## **BSBPRO301A Recommend products and services**

1. Develop and maintain knowledge of products and services
2. Recommend products and services
3. Advise on promotional activities

## **BSBWOR301A Organise personal work priorities and development**

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning



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### **BSBWRT301A Write simple documents**

1. Plan document
2. Draft document
3. Review document
4. Write final document

### **BSBCUS301A Deliver and monitor a service to customers**

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

### **BSBDIV301A Work effectively with diversity**

1. Recognise individual differences and respond appropriately
2. Work effectively with individual differences

### **BSBFIA301A Maintain financial records**

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

### **BSBINM302A Utilise a knowledge management system**

1. Access and use knowledge management system
2. Input to knowledge management system
3. Review and improve work practices

### **BSBPUR301B Purchase goods and services**

1. Understand purchasing and own requirements
2. Make purchases
3. Receive purchases

### **BSBSUS301A Implement and monitor environmentally sustainable work practices**

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance



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## **BSBWOR302A Work effectively as an off-site worker**

1. Negotiate off site working arrangements
2. Organise off site work environment
3. Plan off-site work schedules
4. Complete off-site work
5. Monitor and improve off-site work performance

## **BSBFLM306C Provide workplace information and resourcing Plans**

1. Locate relevant information
2. Collect and report information
3. Use information systems
4. Support the preparation of business plans and/or budgets
5. Support the preparation of resource proposals

## **BSBFLM309C Support continuous improvement systems and processes**

1. Contribute to continuous improvement systems and processes
2. Monitor and report specified outcomes
3. Support opportunities for further improvement

## **BSBFLM305C Support operational plan**

1. Contribute to implementation of operational plan
2. Assist in recruiting employees and acquiring resources
3. Support operations

## **BSBFLM303C Contribute to effective workplace relationships**

1. Seek receive and communicate information and ideas
2. Encourage trust and confidence
3. Identify and use networks and relationships
4. Contribute to positive outcomes

## **BSBFLM312C Contribute to team effectiveness**

1. Contribute to team outcomes
2. Support team cohesion
3. Participate in work team
4. Communicate with management

## **BSBFLM311C Support a workplace learning environment**

1. Encourage a learning environment
2. Encourage and promote learning of team and individuals
3. Identify opportunities for improvement

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