

Certificate III in Business

BSB30110

COMPULSORY UNITS

BSBOHS301B Apply knowledge of OHS legislation in the workplace

SUGGESTED ELECTIVE UNITS (Select 11)

BSBCUS301A Deliver and monitor a service to customers

BSBDIV301A Work effectively with diversity

BSBFIA301A Maintain financial records

BSBADM311A Maintain business resources

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBNN301A Promote innovation in a team environment

BSBCMM301A Process Customer Complaints

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBPRO301A Recommend products and services

BSBPUR301A Purchase goods and services

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWOR301A Organise personal work priorities and development

BSBWRT301A Write simple documents

Many more elective options available—Talk to us!

Delivery Options

- ✓ Traineeships for New Staff
- ✓ Traineeships for Existing Staff
- ✓ Strategic Skills Program (SSP) funded training for Existing Workers and Job Seekers
- ✓ Fee-for-service (full or part qualification)

Delivery methods

- ✓ On-the-job training in the workplace
- ✓ Recognition of Prior Learning
- ✓ Distance education
- ✓ Classroom training

Course Pre-requisites

Candidates should have completed BSB20107 Certificate II in Business, or have vocational experience *assisting* in range of business support roles. Examples of job roles for candidates seeking entry on vocational experience may include Administration Assistant, Receptionist, Office Junior, Data Entry Operator or Clerical Assistant.

About the Course

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.

Job Roles

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

- ✓ Customer Service Advisor
- ✓ Data Entry Operator
- ✓ General Clerk
- ✓ Payroll Officer
- ✓ Receptionist
- ✓ Word Processing Operator



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