

DESIGNING YOUR OWN QUALIFICATION PACKAGE

This qualification consists of twelve (12) units of competency comprising of one (1) compulsory unit and eleven (11) elective units.

Of the 11 (eleven) elective units, seven (7) must be selected from the 'Prescribed Elective Units' list.

The remaining four (4) electives can be selected from the Prescribed Elective Units OR from Work Savvy Training's 'Other Recommended Units' list.

Talk to us and we will assist you to design the most appropriate training plan for your Trainee and/or workplace.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au

1300 764 828

BSB30110 Certificate III in Business Units of Competency



Core Unit (compulsory)

Apply knowledge of OHS legislation in the workplace —BSBOHS301A

This unit develops the skills and knowledge required to apply understanding of the occupational health and safety (OHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards is achieved.

Prescribed Elective Units

At least seven (7) electives must be chosen from this list

Deliver and Monitor a Service to Customers —BSBCUS301A

This unit teaches the Trainee how to identify customer needs, deliver service to customers, monitor and report on service delivery, work effectively within a commercial or business environment including identifying the rights and responsibilities of employees & employers, and conducting business in accordance with the organisational goals, values and standards.

Work Effectively with Diversity—BSBDIV301A

This unit teaches the skills and knowledge This unit describes the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

Maintain Financial Records— BSBFIA301A

This unit teaches the Trainee how to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.

Maintain Business Resources— BSBADM311A

This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

Organise Workplace Information— BSBINM301A

This unit teaches the Trainee how to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

Utilise a Knowledge Management System—BSBINM302A

This unit teaches the Trainee how to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.

Provide workplace information and resourcing planning—BSBFLM306C

This unit develops the skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.

Promote Innovation in a Team Environment—BSBINN301A

This unit covers learning that assists the Trainee to be an effective and pro active member of an innovative team.

PRESCRIBED ELECTIVE UNITS

This qualification has eleven (11) elective units. Seven (7) of those units must be selected from the Prescribed Elective Units list. This list is taken from the BSB07 Training Package.

RECOMMENDED ELECTIVE UNITS

The remaining four (4) electives can be chosen from the 'Prescribed Elective Units' or from our 'Other Recommended Units' list. These recommended units have been put together to provide greater options for employers and trainees who want to tailor the qualification to a specific job role.



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Process Customer Complaints— BSBCMM301A

This unit provides the skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

Create and Use Databases (MS Access) —BSBITU301A

This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information. Trainee's will gain introductory skills in the use of Microsoft Access.

Create Electronic Presentations (MS PowerPoint)—BSBITU302B

This unit develops the skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access. Trainees learn how to prepare, create and finalise PowerPoint presentations.

Design and Produce Text Documents (MS Word)—BSBITU303A

This unit develops the skills and knowledge to design, prepare and produce word processed documents. Also covered is the use of tabs, columns, complex tables, mail merge, complex editing & file processes.

Conduct Online Transactions—BSBITU305A

This unit covers the skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.

Produce Spreadsheets (MS Excel— BSBITU304A

This unit teaches the skills and knowledge required to develop spreadsheets through the use of spreadsheet software. Trainees will gain skills in the creations of spreadsheets that include formatting, formulae and charts. Trainees learn how to plan spreadsheet design, create spreadsheets, produce simple charts and finalise spreadsheets.

Design and Produce business documents—BSBITU306A

This units brings skills from all computer applications learnt together to design and produce business documents and publications, like developing management proposals, a company newsletter, account statements, reports or other business documentation.

Produce Desktop Published Documents (MS Publisher)—BSBITU309A

This unit teaches Trainees how to prepare, design, set up, create and finalise desktop published documents like brochures, flyers, calendars and promotional material.

Support continuous improvement systems and processes—BSBFLM309C

This unit specifies the outcomes required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, on monitoring and reporting on specified outcomes and on supporting opportunities for further improvements.

Support operational plan—BSBFLM305C

This unit develops the skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

**EXAMPLES OF JOB
ROLES THAT THIS
QUALIFICATION CAN
BE TAILORED TO**

- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator
- Receptionist
- Accounts Clerk
- Junior Secretary or PA
- Employment Services Administrator
- Community Services Administrator
- Call Centre Operator
- Financial Services Administrator



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Recommend Products and Services— BSBPRO301A

This unit develops the skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services. The unit provides skills in researching products, product or market trends, pricing and competitive features or benefits of a product or service.

Purchase Goods and Services— BSBPUR301B

This unit provides the skills and knowledge required to determine purchasing requirements, and make and receive purchases. Purchases may be made online, through petty cash, direct retain purchases or ordered through credit with suppliers. The unit develops skills in gaining competitive quotes, receipting and paying for purchases.

Implement and monitor environmentally sustainable work practices—BSBSUS301A

This unit develops the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

Organise Personal Work Priorities and Development—BSBWOR301A

This unit teaches the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.

Work effectively as an off-site worker— BSBWOR302A

This unit develops the skills and knowledge required to negotiate and perform self managed, self directed work as an off site worker performing agreed duties at an alternative site during some or all of scheduled work hours. It is a flexible employment option that meets all legal and regulatory employment requirements.

Contribute to effective workplace relationships—BSBFLM303C

This unit describes the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.

Contribute to team effectiveness — BSBFLM312C

This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

Support a workplace learning environment—BSBFLM311C

This unit describes the performance outcomes, skills and knowledge required to effectively encourage and support a learning environment. Particular emphasis is on participation in processes to facilitate and promote learning and to monitor and improve learning performance.

Write simple documents—BSBWRT301A

This unit gives the skills and knowledge required to plan, draft and review a basic document before writing the final version. At the end of this module Trainees should be able to plan, draft, review and write a final document for print or electronic communication (memo's, letters, forms, emails, reports)

See over for more suggested units

SELECTING FROM OUR 'OTHER RECOMMENDED UNITS' LIST

When selecting units from our recommended units list, there are some considerations that must be made.

1. A maximum of one (1) unit from the Certificate II qualification* level may be selected
2. A maximum of (1) unit from the Certificate IV qualification** level may be selected
3. The combination of units selected cannot meet the rules of another qualification.

* Indicates a Certificate II level unit

** Indicates a Certificate IV level unit



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Other Recommended Units

Up to four (4) electives may be chosen from this list. Packaging rules apply, ask us for more information.

General Administration

Develop Keyboarding Speed and Accuracy—[BSBITU307A](#)

This unit develops keyboard skills with speed and accuracy using touch typing techniques. Trainees will attain a speed statement assessed in accordance with Australian standards.

Organise Schedules—[BSBADM307B](#)

This unit teaches trainees to manage appointments and diaries for personnel within the organisation, use manual and electronic diaries, schedules and other appointment systems. At the end of this module trainees should be able to establish workplace schedule requirements and manage schedules.

*Handle Mail—[BSBINM202A](#)

This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail.

**Organise Business Travel—[BSBADM406B](#)

This unit describes the performance, outcomes, skills and knowledge required to organise domestic and overseas business travel including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.

**Organise Meetings—[BSBADM405A](#)

This unit provides the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation (eg Meeting Agenda and Minutes)

Accounts & Payroll

Process Payroll—[BSBFIA302A](#)

This unit develops the skills to process payroll from provided data using manual and computerised payroll systems. Trainees learn to record payroll data, prepare payroll and handle payroll enquiries.

Process Accounts Payable and Receivable—[BSBFIA304A](#)

This unit develops the skills and knowledge required to maintain accounts payable and accounts receivable records, including processing payments to creditors and handling overdue accounts receivable.

Maintain a General Ledger—[BSBFIA304A](#)

This unit develops the skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance.

**Prepare Financial Reports—[BSBFIA401A](#)

This unit develops the skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.

Record Keeping

Control Records—[BSBRKG301B](#)

This unit develops the skills and knowledge required to classify, register, and track records and information about records within a business or records system.

Maintain Business Records—[BSBRKG304B](#)

This unit develops the skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis.

EVEN MORE CHOICES

Further tailoring can be made to ensure your qualification is the perfect fit. Our 'Other Recommended List' provides some of the options available—there are many other opportunities for tailoring.

Talk to a Work Savvy Training representative for more information about possible elective choices.



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Units of Competency



Other Recommended Units continued

Call Centre

*Action Customer Contact—[BSBCCO201A](#)

This unit develops the skills and knowledge required to respond effectively to customer contact. The unit covers preparing for customer contact, responding and servicing customers, arranging provision of service or product and managing records relating to customer contact.

Deploy customer service field staff—[BSBCCO302A](#)

This unit provides the skills and knowledge required to deploy field staff to fulfil service commitments to customers. The unit includes dispatch and control of work requests to field staff in accordance with organisational requirements and customer expectations.

Conduct a telemarketing campaign—[BSBCCO303A](#)

This unit provides the skills and knowledge required to undertake a telemarketing campaign which may involve both inbound and outbound calling. The unit includes reviewing a telemarketing campaign, the management of negative or difficult contacts and completing the sales process.

Provide sales solutions to customers—[BSBCCO304A](#)

Trainees will learn to process sales inquiries requiring complex solutions and follow up to ensure customer satisfaction. Sales may include up sell or cross sell activities, new sales or retention activities.

Process credit applications—[BSBCCO305A](#)

This unit provides the skills and knowledge required to handle credit applications or arrangements for customers. Competence in this unit requires sound credit assessment outcomes, arrangement of effective debt recovery initiatives or programs, and the negotiation of various outcomes with customers.

Community Services & First Aid

Apply first aid—[HLTFA301B](#)

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

Work effectively in Employment Services—[CHCES311A](#)

This unit describes the knowledge and skills required to prepare a person to work in the employment services area. Topics include understanding the impact of unemployment, identifying barriers to employment, identifying key stakeholders and contracts in the industry, relevant government legislation, duty of care and ethical standards.

Provide first point of contact—[CHCCS308B](#)

This unit describes the knowledge and skills required to follow organisation guidelines in the exchange of routine information with clients, to establish a priority of needs, and identify and to respond to their immediate needs including the providing information about services available.

**Work effectively in the community sector—[CHCCS411A](#)

This unit of competency describes the skills and knowledge required to work effectively in a community work or service delivery setting with communities, clients, carers, staff, visitors, suppliers and others to meet established work requirements.

**Talk to us about more possibilities
for tailoring your qualification!**