

# Course Outline

## BSB30107 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.

### 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
- Typist
- Word Processing Operator

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Distance education gives the individual the flexibility to design a program that suits their needs. Whether looking to launch a career or up skill in an existing role, the Work Plus Development & Training model allows the flexibility to make it work.

Work Plus Development & Training view distance education and workplace education equally, with both achieving the same quality service delivery and nationally recognised qualifications.

In order to ensure that the business and the individuals gain the most out of this qualification, a **flexible** approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals...  
...Negotiating the “Planned Outcomes” with the business and the individuals...  
...Provision of quality learning and assessment resources...

... and as distance education participants, there is still plenty of opportunity to access Work Plus Development & Training’s qualified consultants, using a range of methods including...

- ...Telephone & Facsimile
- ...Email
- ...Online Forums & Blogs

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

**Enrol now online at [www.workplus.com.au](http://www.workplus.com.au)  
or call 03 6344 3747 to talk to a  
Work Plus Development + Training representative today**

## Certificate III in Business – the qualification rules

Requiring 12 units for the qualification.

### One core unit:

- **BSBOHS201A Participate in OHS processes**

### Eleven Elective units required

7 of the **elective units** must be selected from the elective units listed below. The other **4 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 1 unit may be selected from a Certificate II qualification or 2 units may be taken from a Certificate IV qualification.

- 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
- BSBINN301A Promote innovation in a team environment
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use databases
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU305A Conduct online transactions
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBPRO301A Recommend products and services
- BSBPUR301B Purchase goods and services
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker
- BSBWRT301A Write simple documents

### Pathways from the qualification

After achieving the BSB30107 Certificate III in Business, candidates may undertake the BSB40207 Certificate IV in Business, a qualification for those who work in a range of business environments and who provide leadership and guidance in relation to specific technical knowledge and skills, or a range of other Certificate IV qualifications.

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