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A Guide For New Entrants

Getting Qualified

IN

CERTIFICATE III IN BUSINESS

BSB30107



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Certificate III in Business (BSB30107)

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Certificate III in Business BSB30107

Description

Certificate III in Business BSB30107 is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal recognition.

The Connect Asia Pacific (CAP) Certificate III in Business is designed to meet the competency requirements of work, family and study. Our distance education and/or e-learning programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of frontline management competencies including leading teams or group in a work environment and in monitoring the work performance of others and yourself.

How long will the Certificate III in Business program will take?

Certificate III in Business BSB30107 consists of 12 units of competence, however by applying for RPL this can be reduced. Ordinarily we expect that each unit of competence can be completed in approximately 15 hours. Because the program is self paced and work based the amount of effort and subsequent time to completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.



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Units Required for Certificate III in Business

- **Total number of units = 12**
- **1 core unit plus**
- **11 elective units**
- **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.
- Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
- Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.
- Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded

The Common Business units included at AQF level III are:

Core Units

BSBOHS201A	Participate in OHS processes	This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.
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Elective Units

BSBCUS301A	Deliver and monitor a service to customers	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.
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BSBDIV301A	Work effectively with diversity	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.
BSBFIA301A	Maintain financial records	This unit describes the performance outcomes, skills and knowledge required 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.
BSBADM311A	Maintain business resources	This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.
BSBINM301A	Organise workplace information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.



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BSBINM302A	Utilise a knowledge management system	This unit describes the performance outcomes, skills and knowledge required 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.
BSBINN301A	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBCMM301A	Process customer complaints	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
BSBITU301A	Create and use databases	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.
BSBITU302A	Create electronic presentations	This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.



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BSBITU303A	Design and produce text documents	This unit describes the performance outcomes, skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software.
BSBITU304A	Produce spreadsheets	This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.
BSBITU305A	Conduct online transactions	This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.
BSBITU306A	Design and produce business documents	This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.
BSBPRO301A	Recommend products and services	This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.



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BSBPUR301B	Purchase goods and services	This unit specifies the outcomes required to determine purchasing requirements, and make and receive purchases.
BSBWOR301A	Organise personal work priorities and development	This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.
BSBWRT301A	Write simple documents	This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.



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Sample Pathways

All pathways require the completion of 8 core units plus 4 extra units for a total of 12 units.

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

Human Resources Assistant	Administrative Coordinator
<p>Jaclyn works as a HR Assistant for a large transport and distribution company. She has a support role in the training and on-going development of the staff. Part of this involves supporting and facilitating their work.</p> <p>Jaclyn is often involved with contributing to decisions regarding process and procedures for troubleshooting customer complaints and reporting of potential system failures.</p> <p>A suggested choice of units for Jaclyn may be:</p>	<p>Peter works as a valued member of a successful and influential national professional association. This is a key administrative position, with medium to high levels of administration and initiative required. There is considerable emphasis on providing highly professional services to members of the association, ensuring that appropriate support is given.</p> <p>Peter is involved in the on-going administrative services of the organisation, in relation to customer service and contributing to the improvement systems and processes within the organisation.</p>
BSBOHS201A Participate in OHS processes	BSBOHS201A Participate in OHS processes
BSBDIV301A Work effectively with diversity	BSBFIA301A Maintain financial records
BSBADM311A Maintain business resources	BSBADM311A Maintain business resources
BSBINM301A Organise workplace information	BSBINM301A Organise workplace information
BSBINM302A Utilise a knowledge management system	BSBINM302A Utilise a knowledge management system
BSBITU301A Create and use databases	BSBITU301A Create and use databases
BSBITU303A Design and produce text documents	BSBITU302A Create electronic presentations
BSBITU305A Conduct online transactions	BSBITU303A Design and produce text documents
BSBITU306A Design and produce business documents	BSBITU305A Conduct online transactions
BSBPRO301A Recommend products and services	BSBITU306A Design and produce business documents



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BSBWOR301A Organise personal work priorities and development	BSBWOR301A Organise personal work priorities and development
BSBWRT301A Write simple documents	BSBWRT301A Write simple documents

Information For The Candidate
Answers to common questions about assessment

What is an assessment?

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

How do I know if I am competent?

Being competent means you can consistently do your job to the standard your workplace needs. The competency standards clearly describe the level of skill required.

How will I be assessed?

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

Do I get a pass or fail?

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

Where will I be assessed?

You will be assessed in your workplace.

What is evidence?

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is the best form of assessment, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.



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Evidence can include:

- Demonstration of your work on the job
- Demonstration of skills in another workplace
- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary