BSB30120 Certificate III in Business

Release 2

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Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 8.0. Three newly created units for cyber security awareness added as electives to Group A - Technology: • BSBXCS304 Apply cyber hygiene best practices • BSBXCS305 Identify and assess cyber security insider threats and risks • BSBXCS306 Apply own techniques to prevent cyber security insider threats
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Qualification Description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Nil

Packaging Rules

Total number of units = 13

6 core units plus

7 elective units, of which:

• 2 elective units must be selected from Group A

- 1 elective unit must be selected from Group B
- for the remaining 4 elective units:
  - up to 4 units may be selected from Groups A – G
  - if not listed, up to 3 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Specialisations

This qualification can provide for specialisations. To achieve a specialisation, the following additional packaging rules must be adhered to:

- For specialisation in **Customer Engagement**, 4 elective units must be selected from Group D
- For specialisation in **Business Administration**, 4 elective units must be selected from Group E
- For specialisation in **Medical Administration**, 4 elective units must be selected from Group F
- For specialisation in **Records and Information Management**, 4 elective units must be selected from Group G.

Where the learner has achieved a specialisation in Customer Engagement, the job roles that relate to this qualification may include Customer Service Representative.

Where the learner has achieved a specialisation in Business Administration, the job roles that relate to this qualification may include Administrative Assistant.

Where the learner has achieved a specialisation in Medical Administration, the job roles that relate to this qualification may include Medical Receptionist and Medical Secretary.

Where the learner has achieved a specialisation in Records and Information Management, the job roles that relate to this qualification may include Records Assistant.

The achievement of a specialisation will be identified on testamurs as follows:

- BSB30120 Certificate III in Business (Customer Engagement)
- BSB30120 Certificate III in Business (Administration)
- BSB30120 Certificate III in Business (Medical Administration)
- BSB30120 Certificate III in Business (Records and Information Management).

Core units

BSBCRT311 Apply critical thinking skills in a team environment

BSBPEF201 Support personal wellbeing in the workplace

BSBSUS211 Participate in sustainable work practices

BSBTWK301 Use inclusive work practices

BSBWHS311 Assist with maintaining workplace safety

BSBXCM301 Engage in workplace communication

Elective units

Group A – Technology

BSBDAT201 Collect and record data

BSBOPS306 Record stakeholder interactions

BSBTEC201 Use business software applications

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

BSBTEC303 Create electronic presentations

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBWRT311 Write simple documents

BSBXCS301 Protect own personal online profile from cyber security threats

BSBXCS302 Identify and report online security threats

BSBXCS303 Securely manage personally identifiable information and workplace information

BSBXCS304 Apply cyber hygiene best practices

BSBXCS305 Identify and assess cyber security insider threats and risks

BSBXCS306 Apply own techniques to prevent cyber security insider threats

Group B – Business Competence

BSBESB302 Develop and present business proposals

BSBESB401 Research and develop business plans

BSBOPS302 Identify business risk

BSBPEF301 Organise personal work priorities

BSBPMG430 Undertake project work

BSBSTR301 Contribute to continuous improvement

BSBWHS332X Apply infection prevention and control procedures to own work activities

Group C – Teamwork and Relationships

BSBCRT412 Articulate, present and debate ideas

BSBLDR301 Support effective workplace relationships

BSBPEF302 Develop self-awareness

BSBXTW301 Work in a team

Group D – Customer and Client Engagement

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBXDB301 Respond to the service needs of customers and clients with disability

ICTSAS305 Provide ICT advice to clients

SIRXCEG002 Assist with customer difficulties

SIRXCEG005 Maintain business to business relationships

SIRXMKT001 Support marketing and promotional activities

SIRXOSM003 Use social media and online tools

SIRXPDK001 Advise on products and services

Group E – Business Administration

BSBFIN301 Process financial transactions

BSBFIN302 Maintain financial records

BSBHRM416 Process payroll

BSBINS202 Handle receipt and dispatch of information

BSBOPS301 Maintain business resources

BSBOPS303 Organise schedules

BSBPUR301 Purchase goods and services

Group F – Medical Administration

BSBMED301 Interpret and apply medical terminology appropriately

BSBMED302 Prepare and process medical accounts

BSBMED303 Maintain patient records

BSBMED304 Assist in controlling stocks and supplies

BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment

BSBMED401 Manage patient record keeping system

Group G – Records and Information Management

BSBINS302 Organise workplace information

BSBINS303 Use knowledge management systems

BSBINS307 Retrieve information from records

BSBINS308 Control records

BSBINS309 Maintain business records

Qualification Mapping Information

No equivalent qualification. Supersedes but is not equivalent to:

- BSB30115 Certificate III in Business
- BSB30215 Certificate III in Customer Engagement
- BSB30415 Certificate III in Business Administration
- BSB30815 Certificate III in Recordkeeping
- BSB30915 Certificate III in Business Administration (Education)
- BSB31115 Certificate III in Business Administration (Medical).

Links

Companion Volume Implementation Guide is found on VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10