Australian Government

Department of Education, Employment and Workplace Relations

BSB30110 Certificate III in Business

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB30110 Certificate III in Business

Modification History

Release	Comments
Release 2	New release of this Qualification released with *version 6 of BSB07* Business *Services Training Package*.
	Units code identifiers updated:
	• BSBCMM301A now BSBCMM301B
	• BSBCUS301A now BSBCUS301B
	• BSBWOR301A now BSBWOR301B

Innovation and Business Skills Australia

Description

Descriptor
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 adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.
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Pathways Information

Qualification pathways

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification

- BSB40207 Certificate IV in Business, or a range of other Certificate IV qualifications
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Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

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The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry or enterprise requirements for this qualification include:
Communication	• communicating verbally with others in negotiation, training and questioning • writing a range of simple documentation and communications
Teamwork	• completing individual tasks to support team goals • conveying workplace procedures and work instructions to team members
Problem-solving	• resolving issues and conflicts with team members • using manuals and other documentation to overcome problems with information technology or other office equipment
Initiative and enterprise	• demonstrating individual responsibility for completing tasks • suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	• contributing to planning processes with team members to meet expected outcomes • gathering, organising and applying workplace information for the organisation's work processes and information systems
Self-management	• identifying development needs and seeking training to fill needs • monitoring and recording the performance of own work area
Learning	• developing a comprehensive knowledge and understanding of products and services • identifying priorities and pursuing personal work goals according to organisational objectives
Technology	• using information communication technology to communicate with team members or clients • using word processing packages, spreadsheets or databases to produce written correspondence and reports

Packaging Rules

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.

4 elective units may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed below, **1 elective unit** may be selected from a Certificate II qualification and **2 elective 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.

Core unit

BSBOHS301B   Apply knowledge of OHS legislation in the workplace

Elective units

Customer service
BSBCUS301B   Deliver and monitor a service to customers

Diversity
BSBDIV301A Work effectively with diversity

Financial administration
BSBFIA301A Maintain financial records

General administration
BSBADM311A   Maintain business resources

Information management
BSBINM301A   Organise workplace information
BSBINM302A   Utilise a knowledge management system
BSBFLM306C   Provide workplace information and resourcing plans

Innovation
BSBINN301A Promote innovation in a team environment

Intellectual property
BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

Interpersonal communication
BSBCMM301B   Process customer complaints

IT use

BSBITU301A Create and use databases
BSBITU302B 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

Management
BSBFLM309C   Support continuous improvement systems and processes
BSBFLM305C   Support operational plan

Product skills and advice
BSBPRO301A   Recommend products and services

Purchasing and contracting
BSBPUR301B   Purchase goods and services

Sustainability
BSBSUS301A Implement and monitor environmentally sustainable work practices

Workplace effectiveness
BSBWOR301B   Organise personal work priorities and development
BSBWOR302A   Work effectively as an off-site worker
BSBFLM303C   Contribute to effective workplace relationships
BSBFLM312C   Contribute to team effectiveness
BSBFLM311C   Support a workplace learning environment

Writing
BSBWRT301A   Write simple documents