

OVERVIEW

This program provides practical skills and knowledge to support the development of business skills that can be applied across a range of industry sectors. Through the customisation of electives (see over), training can be focussed to a range of job roles, including:

- Administrative Assistant
- Customer Service Representative
- Records Assistant
- Business Support Officer
- Receptionist

It is ideal for trainees and new entrants, as well as those with experience in the above areas that are seeking professional development and/or the opportunity to have their skills and experiences formally recognised.

TRAINING DELIVERY MODE

Skills@Top offers enrolment in this program through self-paced online learning. Students are provided with a login to our E-Learning portal (24/7 access) together with learning and assessment materials for each unit of competency. Our trainers are available to provide one-on-one guidance and support for the duration of the Training Plan (during business hours) through our Student Help Desk.

A customised Training Plan will be developed upon enrolment, outlining unit selection (and sequencing), support periods and due dates for assessment submission.

DURATION

Skills@Top offers online training support and assessment services for a period of up to 12 months from the date of enrolment in this qualification.

As online learning is self-paced, the duration can vary based on individual learning needs (and unit selection), however, it is recommended that students allocate a study schedule of up to 10-12 hours per week to ensure that the goals of the Training Plan can be achieved.

Previous relevant experience and/or qualifications may allow you to apply for Recognition of Prior Learning or Credit Transfer which can reduce the cost and shorten the study and support period that will apply (this will be discussed upon enrolment and identified in your Training Plan).

COURSE PRE-REQUISITIES

- Evidence, through either training or work experience, of performance equivalent to Certificate II in Business.
- Sufficient literacy, numeracy and technical skills to complete training program in an online learning environment.
- Computer with compatible operating system (Windows 10 or higher), together with:
 - Web browser (such as Edge, Chrome, Firefox or Internet Explorer).
 - Email address (with a suitable application to receive emails) and stable internet connection with reliable speed (at least 5mbps).
 - Camera and microphone with clear image and audio quality to participate in practical demonstration tasks (please note that some assessment tasks may still require attendance at our training academy to support practical demonstration in a simulated work environment and this option is also available for all practical demonstration tasks if learners do not have access to this equipment).
- Microsoft Office (specific applications required will be based on unit selection and should be discussed prior to progressing with enrolment) and Adobe Reader.


UNIT OF COMPETENCY SELECTION

To attain this Nationally Recognised qualification (Certificate III in Business), you are required to complete 13 units of competency. Skills@Top can offer this as follows:

- **6 core units** (listed over page); plus
- **7 elective units** (2 units must be selected from Group A, 1 unit must be selected from Group B and the remaining 4 units may be selected from any of the elective units that Skills@Top currently has available for enrolment below). 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.

FOR MORE INFORMATION FEES AND CHARGES OR QUOTES

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CERTIFICATE III IN BUSINESS

NATIONALLY RECOGNISED COURSE OUTLINE | BSB30120

	SKILLSET	UNIT	ELEMENTS	
CORE UNITS	Critical Thinking	BSBCRT311 Apply critical thinking in a team environment	<ul style="list-style-type: none"> Prepare to address a workplace problem Evaluate solutions for workplace problem Finalise and review solution development process 	
	Personal Wellbeing	BSBPEF201 Support personal wellbeing in the workplace	<ul style="list-style-type: none"> Recognise factors that impact personal wellbeing Plan communication with supervisor Communicate with supervisor Investigate available wellbeing resources 	
	Sustainability	BSBSUS211 Participate in sustainable work practices	<ul style="list-style-type: none"> Measure and support sustainable work practices Seek opportunities to improve sustainable work practices 	
	Workplace Practices	BSBTWK301 Use inclusive work practices	<ul style="list-style-type: none"> Establish practices that support individual differences in the workplace Work effectively with individual differences Assess use of inclusive practices 	
	Workplace Health and Safety	BSBWHS311 Assist with maintaining workplace safety	<ul style="list-style-type: none"> Assist with incorporating WHS policies and procedures into work team processes Contribute to consultative arrangements for managing WHS Contribute to organizational procedures for providing WHS training Participate in identifying hazards, assessing and controlling risks for the work area 	
	Workplace Communication	BSBXCM301 Engage in workplace communication	<ul style="list-style-type: none"> Plan workplace communication Undertake routine communication Participate in workplace communication 	
ELECTIVE UNITS	GROUP A	Technology	BSBTEC201 Use business software applications	<ul style="list-style-type: none"> Select and prepare to use technology Input and process information or data Finalise and store document
		BSBTEC301 Design and produce business documents (MS Word)	<ul style="list-style-type: none"> Select and prepare resources Design, produce and finalise documents 	
		BSBTEC302 Design and produce spreadsheets (MS Excel)	<ul style="list-style-type: none"> Select and prepare resources Plan spreadsheet design and create spreadsheet Produce charts Finalise and present spreadsheets 	
		BSBTEC303 Create electronic presentations (MS PowerPoint)	<ul style="list-style-type: none"> Prepare, create and finalise electronic presentations 	
		BSBWRT311 Write simple documents	<ul style="list-style-type: none"> Plan, draft and finalise simple documents 	
	GROUP B	Business Competence	BSBPEF301 Organise personal work priorities	<ul style="list-style-type: none"> Organise and complete work schedule Evaluate own work performance Coordinate personal skill development and learning
	GROUP D	Customer Engagement	BSBOPS304 Deliver and monitor a service to customers	<ul style="list-style-type: none"> Identify customer needs and deliver a service to customers Evaluate customer service delivery
	GROUP E	Business Administration	BSBFIN301 Process financial transactions	<ul style="list-style-type: none"> Prepare and process financial transactions Reconcile outstanding accounts Determine outstanding debt processes
			BSBOPS303 Organise schedules	<ul style="list-style-type: none"> Establish schedule requirements Manage schedules and evaluate effectiveness of schedule