

CERTIFICATE III IN BUSINESS



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:

- Administration Officer
- Customer Service Officer
- Payroll Officer
- Information Officer
- Business Support Officer

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 an E-Learning student portal (and login details) with 24/7 access, together with learning and assessment materials for each unit of competency. Our educators are available to provide one-on-one tailored assistance 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 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 Chrome, Firefox or Internet Explorer)
 - Email address and stable internet connection with reliable speed (at least 5mbps)
 - Microsoft Office (including MS Word, MS Excel and MS PowerPoint) and Adobe Reader

FEES AND CHARGES

Please contact Skills@Top on 3812 2920 or email skills@topoffice.com.au for a training quotation to be emailed. *Please note that Queensland Government is currently subsidising the cost of training for eligible Queenslanders that have not yet received their first Certificate III (or higher level) qualification OR are undertaking a traineeship and further information on these funding programs can be provided upon request.*

Skills@Top (Registered Training Organisation 0653)

9 Darling Street (PO Box 607), Ipswich Qld 4305

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UNIT 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:

- **1 core unit** (listed below); plus
- **11 elective units** (selected from below “elective units” or up to 4 may selected from “imported units”)

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.

CORE UNIT	Workplace Health and Safety	BSBWHS302 Apply knowledge of WHS legislation in the workplace
ELECTIVE UNITS	Interpersonal Communication	BSBCMM301 Process customer complaints
	Customer Service	BSBCUS301 Deliver and monitor a service to customers
	Diversity	BSBDIV301 Work effectively with diversity
	Financial Administration	BSBFIA301 Maintain financial records
	Frontline Management	BSBFLM303 Contribute to effective workplace relationships BSBFLM305 Support operational plan BSBFLM309 Support continuous improvement systems and processes
	Information Management	BSBINM301 Organise workplace information BSBINM302 Utilise a knowledge management system
	Innovation	BSBINN301 Promote innovation in a team environment
	IT Use	BSBITU306 Design and produce business documents BSBITU309 Produce desktop published documents BSBITU312 Create electronic presentations BSBITU313 Design and produce digital text documents BSBITU314 Design and produce spreadsheets BSBITU315 Purchase goods and services online
	Product Skills and Advice	BSBPRO301 Recommend products and services
	Purchasing	BSBPUR301 Purchase goods and services
	Workplace Effectiveness	BSBWOR301 Organise personal work priorities and development
	Writing	BSBWRT301 Write simple documents
	IMPORTED UNITS	General Administration
BSBADM307 Organise schedules		
Financial Administration		BSBFIA302 Process payroll
		BSBFIA303 Process accounts payable and receivable
		BSBFIA304 Maintain a general ledger
IT Use	BSBITU307 Develop keyboarding speed and accuracy	

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