

BSB30115

Certificate III in Business

LOCATIONS AND CONTACT

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REGISTERED TRAINING ORGANISATION

Nationally Recognised Qualifications

Certificate | Diploma

- Business Services
 - Business
 - Business Administration
 - Customer Engagement
 - Recordkeeping
 - Marketing
 - Management
 - Small Business Management
- Financial Services
 - Bookkeeping
 - Accounting

Computer Training

- Microsoft Office
 - Word
 - Excel
 - PowerPoint
 - Publisher
- MYOB

Professional Development

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Established 1989

Proud to be a Queensland owned
family business!

TRAINING DELIVERY MODE

E-Learning (Online) / Correspondence

LENGTH OF STUDY

This qualification is to be completed over a 12 month period, during which time students will have full access to training program and support.

COURSE DESCRIPTION

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

COURSE PRE-REQUISITES

- Completion of Certificate II in Business (or other relevant qualification); OR
- Vocational experience in assisting in a range of support roles without a formal business qualification.
- Sufficient literacy, numeracy and computer skills to complete the course.
- Access to an internet connection and computer.

UNITS OF COMPETENCY

Certificate III in Business requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- **1 core unit** listed on the following page; plus
- **7 elective units** from the elective units listed on the following page; plus
- **4 elective units** which may be selected from the elective units listed on the following page or from any other Certificate III qualification that Skills at Top currently offers. If not listed on the following page, **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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.*

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CORE UNITS	Workplace Health and Safety	BSBWHS302 – Apply knowledge of WHS legislation in the workplace
ELECTIVE UNITS	Customer Service	BSBCUS301 – Deliver and monitor a service to customers
	Diversity	BSBDIV301 – Work effectively with diversity
	Financial Administration	BSBFIA301 – Maintain financial records
	General Administration	BSBADM311 – Maintain business resources
	Information Management	BSBINM301 – Organise workplace information BSBINM302 – Utilise a knowledge management system BSBFLM306 – Provide workplace information and resourcing plans
	Innovation	BSBINN301 – Promote innovation in a team environment
	Interpersonal Communication	BSBCMM301 – Process customer complaints
	IT Use	BSBITU302 – Create electronic presentations BSBITU303 – Design and produce text documents BSBITU304 – Produce spreadsheets BSBITU305 – Conduct online transactions BSBITU306 – Design and produce business documents BSBITU309 – Produce desktop published documents
	Management	BSBFLM309 – Support continuous improvement systems and processes BSBFLM305 – Support operational plan
	Product Skills and Advice	BSBPRO301 – Recommend products and services
	Purchasing and Contracting	BSBPUR301 – Purchase goods and services
	Sustainability	BSBSUS301 – Implement and monitor environmentally sustainable work practices
	Workplace Effectiveness	BSBWOR301 – Organise personal work priorities and development BSBFLM303 – Contribute to effective workplace relationships BSBFLM312 – Contribute to team effectiveness BSBFLM311 – Support a workplace learning environment
	Writing	BSBWRT301 – Write simple documents

Other elective units available for selection at Certificate III level with Skills at Top (following packaging rules above) include (but are not limited to):

OTHER		
	Financial Administration	BSBFIA302 – Process payroll BSBFIA303 – Process accounts payable and receivable
	General Administration	BSBADM302 – Produce text from notes BSBADM307 – Organise schedules
	Information Management	BSBINM303 – Handle receipt and despatch of information
	IT Use	BSBITU307 – Develop keyboarding speed and accuracy