



A division of Top Office Personnel Pty Ltd  
Nationally Recognised Provider # 0653

#### LOCATIONS AND CONTACT

9 Darling St Ipswich Qld 4305  
4/621 Coronation Dr Toowong 4066  
P: 07 3812 2920  
F: 07 3812 3552  
E: [skills@topoffice.com.au](mailto:skills@topoffice.com.au)  
W: [www.topoffice.com.au](http://www.topoffice.com.au)

#### 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!

BSB30815

# Certificate III in Recordkeeping

## 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 role of individuals who apply some understanding of relevant theoretical knowledge relating to recordkeeping functions in the workplace. While it may apply to individuals whose sole workplace function is recordkeeping, it will also apply to people working in administration and human resources management.

## COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate II in Recordkeeping.
- Vocational experience in a range of environments providing administrative or operational support to business or records systems 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 Recordkeeping requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- **5 core units** listed on the following page; plus
- **7 elective units**
  - These may be selected from the elective units listed on the following page, or any other Certificate III qualification that Skills at Top currently offers.
  - If not listed on the following page, 1 unit may be selected from a Certificate II or 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.*

Learn to suit your lifestyle and work commitments...

## BSB30815

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<b>CORE UNITS</b>	<b>Recordkeeping</b>	BSBRKG301 – Control records
		BSBRKG302 – Undertake disposal
		BSBRKG303 – Retrieve information from records
		BSBRKG304 – Maintain business records
		BSBRKG305 – Review recordkeeping functions
<b>ELECTIVE UNITS</b>	<b>Customer Service</b>	BSBCUS301 – Deliver and monitor a service to customers
	<b>Diversity</b>	BSBDIV301 – Work effectively with diversity
	<b>Financial Administration</b>	BSBFIA301 – Maintain financial records
	<b>General Administration</b>	BSBADM311 – Maintain business resources
	<b>Information Management</b>	BSBINM301 – Organise workplace information
		BSBINM302 – Utilise a knowledge management system
	<b>Innovation</b>	BSBINN201 – Contribute to workplace innovation
	<b>Interpersonal Communication</b>	BSBCMM301 – Process customer complaints
	<b>IT Use</b>	BSBITU302 – Create electronic presentations
		BSBITU303 – Design and produce text documents
		BSBITU304 – Produce spreadsheets
		BSBITU306 – Design and produce business documents
		BSBITU309 – Produce desktop published documents
	<b>Product Skills and Advice</b>	BSBPRO301 – Recommend products and services
<b>Sustainability</b>	BSBSUS301 – Implement and monitor environmentally sustainable work practices	
<b>Workplace Effectiveness</b>	BSBWOR301 – Organise personal work priorities and development	
<b>Writing</b>	BSBWRT301 – Write simple documents	

Other elective units available for selection at Certificate III level with Skills at Top (following packaging rules above) include:

<b>OTHER</b>	<b>Innovation</b>	BSBINN301 – Promote innovation in a team environment
	<b>Frontline Management</b>	BSBFLM309 – Support continuous improvement systems and processes
		BSBFLM312 – Contribute to team effectiveness
	<b>Information Management</b>	BSBINM303 – Handle receipt and despatch of information
<b>IT Use</b>	BSBITU307 – Develop keyboarding speed and accuracy	