

BSB30107 Certificate III in Business

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 Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB20107 Certificate II in Business or other relevant qualification/s

OR

- providing evidence of competency in the majority of units required for the BSB20107 Certificate II in Business or other relevant qualification/s

OR

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

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving the BSB30107 Certificate III in Business, candidates may undertake the BSB40207 Certificate IV in Business, a qualification for those who work in a range of

business environments and who provide leadership and guidance in relation to specific technical knowledge and skills, or a range of other Certificate IV qualifications.

Licensing, Legislative, Regulatory or Certification Considerations

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

Qualification 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.

The other **4 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 1 unit may be selected from a Certificate II qualification or 2 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.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.

Core Units

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

Elective Units

Customer Service

BSBCUS301A 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

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU302A 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

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

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Writing

BSBWRT301A Write simple documents

Employability Skills for BSB30107 Certificate III in Business

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• communicating verbally with others in negotiation, training and questioning• writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none">• completing individual tasks to support team goals• conveying workplace procedures and work instructions to team members
Problem solving	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• demonstrating individual responsibility for completing tasks• suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• identifying development needs and seeking training to fill needs• monitoring and recording the performance of own work area
Learning	<ul style="list-style-type: none">• developing a comprehensive knowledge and understanding of products and services• identifying priorities and pursuing personal work goals in accordance with organisational objectives
Technology	<ul style="list-style-type: none">• using information communication technology to communicate with team members or clients• using word processing packages, spreadsheets and/or databases to produce written correspondence and reports

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.