BSB30110 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 adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.

QUALIFICATION PATHWAYS

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification

OR

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

Pathways from the qualification

- BSB40207 Certificate IV in Business, 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 or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

PACKAGING 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.  
4 elective units may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level.

If not listed below, 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 outcome, local industry requirements and the qualification level.

CORE UNIT

- BSBOHS301B Apply knowledge of OHS legislation in the workplace

ELECTIVE UNITS

Customer service
- BSBCUS301B Deliver and monitor a service to customers
Diversity
- BSBDIV301A Work effectively with diversity

Financial administration
- BSBFIA301AMaintain financial records

General administration
- BSBADM311A Maintain business resources

Information management
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBFLM306C Provide workplace information and resourcing plans

Innovation
- BSBINN301A Promote innovation in a team environment

Intellectual property
- BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

Interpersonal communication
- BSBCCMM301B Process customer complaints

IT use
- BSBITU301A Create and use databases
- BSBITU302B 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
Management
- BSBFLM309C Support continuous improvement systems and processes
- BSBFLM305C Support operational plan

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
- BSBWOR301B Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker
- BSBFLM303C Contribute to effective workplace relationships
- BSBFLM312C Contribute to team effectiveness
- BSBFLM311C Support a workplace learning environment

Writing
- BSBWRT301A Write simple documents

CLASSIFICATIONS

<table>
<thead>
<tr>
<th>SCHEME</th>
<th>CODE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASCO</td>
<td>6111-11</td>
<td>General Clerk</td>
</tr>
<tr>
<td>ASCED</td>
<td>4 0809</td>
<td>Office Studies</td>
</tr>
<tr>
<td>ANZSCO</td>
<td>521212</td>
<td>Legal Secretary</td>
</tr>
<tr>
<td>ANZSCO</td>
<td>531111</td>
<td>General Clerk</td>
</tr>
</tbody>
</table>