

---

# Certificate III in Business BSB30107

---

## Description

This qualification reflects the role of individuals who perform 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 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

There are no prerequisite requirements for individual units of competency.

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 work settings without a formal business 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 relevant Certificate IV qualifications.

## Qualification Rules

1 Core Units + 11 Elective Units = 12 Units

## Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

---

### Core Unit:

BSBOHS201A Participate in OHS processes

### 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

### Intellectual Property

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

### Interpersonal Communication

BSBCMM301A 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

**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

**The remaining 4 elective units** may be selected from the elective units listed above, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed above, **1 elective unit** may be selected from a Certificate II qualification or **2 units** may be taken from a Certificate IV qualification.