

BSB30120 Certificate III in Business

(Release 1)

QUALIFICATION REQUIREMENTS:

Completion of **13 units** of competence including **6 core units** plus **7 elective units**, of which:

- 2 elective units must be selected from Group A
- 1 elective unit must be selected from Group B
- for the remaining 4 elective units:
 - up to 4 units may be selected from Groups listed below
 - if not listed, up to 3 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

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.

CORE UNITS OF COMPETENCE (Complete these units)		
BSBCRT311	<p>Apply critical thinking skills in a team environment</p> <p><i>This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.</i></p> <p><i>The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.</i></p>	<input type="checkbox"/>
BSBPEF201	<p>Support personal wellbeing in the workplace</p> <p><i>This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.</i></p> <p><i>The unit applies to those in a range of industry and workplace contexts, who work under direct supervision. It may also apply to learners who are preparing to enter the workforce.</i></p>	<input type="checkbox"/>
BSBSUS211	<p>Participate in sustainable work practices</p> <p><i>This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.</i></p> <p><i>The unit applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions. These individuals work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.</i></p>	<input type="checkbox"/>
BSBTWK301	<p>Use inclusive work practices</p> <p><i>This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with</i></p>	<input type="checkbox"/>

	<p><i>individual differences that might be encountered during the course of work.</i></p> <p><i>The unit applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.</i></p>	
BSBWHS311	<p>Assist with maintaining workplace safety</p> <p><i>This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.</i></p> <p><i>The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.</i></p>	<input type="checkbox"/>
BSBXCM301	<p>Engage in workplace communication</p> <p><i>This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.</i></p> <p><i>This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.</i></p>	<input type="checkbox"/>
<p>ELECTIVE UNITS OF COMPETENCE</p> <p>GROUP A (Technology)</p> <p>2 units <u>must</u> be selected from this group</p>		
BSBTEC201	<p>Use business software applications</p> <p><i>This unit describes the skills and knowledge required to select and use software and organise electronic information and data.</i></p> <p><i>The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.</i></p>	<input type="checkbox"/>
BSBTEC202	<p>Use digital technologies to communicate in a work environment</p> <p><i>This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.</i></p> <p><i>The unit applies to those who use digital technology to communicate with relevant stakeholders. This will be particularly relevant to individuals in teams that work remotely. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.</i></p>	<input type="checkbox"/>
BSBTEC301	<p>Design and produce business documents</p> <p><i>This unit describes the skills and knowledge required to design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.</i></p>	<input type="checkbox"/>

	<i>The unit applies to those who possess fundamental skills in computer operations. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.</i>	
BSBTEC302	<p>Design and produce spreadsheets</p> <p><i>This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications. The unit applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision. These individuals are generally required to have intermediate knowledge and understanding of a number of spreadsheet applications.</i></p>	<input type="checkbox"/>
BSBTEC303	<p>Create electronic presentations</p> <p><i>This unit describes the skills and knowledge required to design and produce electronic presentations using various applications and platforms. The unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.</i></p>	<input type="checkbox"/>
BSBTEC404	<p>Use digital technologies to collaborate in a work environment</p> <p><i>This unit describes the skills and knowledge required to understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively. The unit applies to those who use problem-solving skills and take responsibility for adopting and promoting approaches to improve organisational operations, particularly relating to the use of digital technologies.</i></p>	<input type="checkbox"/>
BSBWRT311	<p>Write simple documents</p> <p><i>This unit describes the skills and knowledge required to plan, draft and finalise a simple document. The unit applies to individuals who administer a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of simple documents.</i></p>	<input type="checkbox"/>
<p>ELECTIVE UNITS OF COMPETENCE GROUP B (Business Competence) 1 unit must be selected from this group</p>		
BSBPEF301	<p>Organise personal work priorities</p> <p><i>This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence. The unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.</i></p>	<input type="checkbox"/>

BSBPMG430	<p>Undertake project work</p> <p><i>This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.</i></p> <p><i>The unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.</i></p>	<input type="checkbox"/>
BSBSTR301	<p>Contribute to continuous improvement</p> <p><i>This unit describes the skills and knowledge required to support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.</i></p> <p><i>The unit applies to individuals who use initiative, and organisational and communication skills to influence the ongoing development of the organisation.</i></p>	<input type="checkbox"/>
ELECTIVE UNITS OF COMPETENCE GROUP C (Teamwork and Relationships)		
BSBXTW301	<p>Work in a team</p> <p><i>This unit describes the skills and knowledge required to work effectively as part of permanent or project based teams in a workplace within an industry.</i></p> <p><i>This unit applies to a wide range of workers, but has a specific focus on the teamwork skills required for workers with limited responsibility for others.</i></p> <p><i>No licensing, legislative or certification requirements apply to this unit at the time of publication.</i></p>	<input type="checkbox"/>
ELECTIVE UNITS OF COMPETENCE GROUP D (Customer and Client Engagement)		
BSBOPS304	<p>Deliver and monitor a service to customers</p> <p><i>This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.</i></p> <p><i>The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.</i></p>	<input type="checkbox"/>
BSBOPS305	<p>Process customer complaints</p> <p><i>This unit describes skills and knowledge required to handle complaints from customers.</i></p> <p><i>The unit applies to those who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.</i></p>	<input type="checkbox"/>

ELECTIVE UNITS OF COMPETENCE GROUP E (Business Administration) For a specialisation in Business Administration , 4 electives <u>must</u> be selected from Group E		
BSBFIN301	<p>Process financial transactions</p> <p><i>This unit describes skills and knowledge required to prepare, process and maintain financial transactions and to reconcile outstanding accounts.</i></p> <p><i>The unit applies to individuals employed in a range of work environments supporting the accounting functions of an organisation. They may provide administrative support in an organisation or be members of staff, who have been delegated accounting responsibilities.</i></p>	<input type="checkbox"/>
BSBFIN302	<p>Maintain financial records</p> <p><i>This unit describes the skills and knowledge required to maintain daily financial records such as reconciling systems for debtors and creditors, preparing and maintaining a general ledger and trial balance. It also includes activities associated with monitoring cash control for accounting purposes.</i></p> <p><i>The unit applies to individuals employed in a range of work environments with responsibility for simple accounting functions within an organisation. They may work as individuals providing administrative support within an enterprise or may be other members of staff with delegated responsibilities relating to maintenance of general financial records.</i></p>	<input type="checkbox"/>
BSBOPS301	<p>Maintain business resources</p> <p><i>This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.</i></p> <p><i>The unit applies to those who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of business resources and their basic maintenance to provide some technical advice and support to a team.</i></p>	<input type="checkbox"/>
BSBOPS303	<p>Organise schedules</p> <p><i>This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation. It involves using manual and electronic diaries, schedules and other appointment systems.</i></p> <p><i>The unit applies to those employed in a range of work environments who provide administrative support to teams and individuals.</i></p>	<input type="checkbox"/>

BSBPUR301	<p>Purchase goods and services</p> <p><i>This unit describes the skills and knowledge required to determine purchasing requirements and make and receive purchases. It applies to individuals who work under a level of supervision and who conduct low risk, low expenditure purchasing for an organisation using established and documented purchasing strategies. Individuals may be working in a small organisation with general responsibility for conducting purchasing within an organisation, or they may be a purchasing specialist working in a large organisation. Some judgement may be required to make decisions about purchasing strategies.</i></p>	<input type="checkbox"/>
ELECTIVE UNITS OF COMPETENCE GROUP G (Records and Information Management)		
BSBINS302	<p>Organise workplace information</p> <p><i>This unit describes the skills and knowledge required to receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.</i></p> <p><i>The unit applies to those who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.</i></p>	<input type="checkbox"/>
BSBINS303	<p>Use knowledge management systems</p> <p><i>This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system. This includes a range of strategies, methods, activities and techniques used by individuals and the organisation to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.</i></p> <p><i>The unit applies to individuals who use a broad range of competencies in various work contexts. They may exercise discretion and judgement using knowledge management to assist in increasing productivity, to improve quality or to recognise the benefits to the organisation through the improved use of knowledge.</i></p>	<input type="checkbox"/>
BSBINS309	<p>Maintain business records</p> <p><i>This unit describes the skills and knowledge required to maintain the records of a business on an operational basis.</i></p> <p><i>The unit applies to individuals who follow established guidelines and processes to carry out their work. They work under supervision or in consultation with senior staff or system users to support effective information management and governance practices across the organisation.</i></p>	<input type="checkbox"/>
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