

# CERTIFICATE III IN BUSINESS (BSB30107)

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## 12 units - 1 core unit plus 11 elective units

12 units - 1 core units plus 7 elective units from the list below plus 4 elective units from either the list below, BSB07 Business Services Training Package or any other currently endorsed national Training Package.

*(NOTE: Unless listed below, 1 unit may also be selected from a Cert II or 2 units from a Cert IV qualification)*

*Elective units must be relevant to the work outcome, local industry requirements and the qualification level.*

## CORE UNITS

- Participate in OHS processes

## ELECTIVE UNITS

- Deliver and monitor a service to customers
- Work effectively with diversity
- Maintain financial records
- Maintain business resources
- Organise workplace information
- Utilise a knowledge management system
- Promote innovation in a team environment
- Process customer complaints
- Create and use databases
- Create electronic presentations
- Design and produce text documents
- Produce spreadsheets
- Conduct online transactions
- Design and produce business documents
- Produce desktop published documents
- Recommend products and services
- Purchase goods and services
- Implement and monitor environmentally sustainable work practices
- Organise personal work priorities and development
- Work effectively as an off-site worker
- Write simple documents

*"Thank you for the wonderful service that I have received  
from your company whilst completing my  
Certificate III in Business..."*

*"I found that the personalised service of one on one training  
and the support that was offered to me, was a great benefit..."*

- Amanda Parry, Schmick Cards

