

## BSB30115 Certificate III in Business

### QUALIFICATION REQUIREMENTS:

Completion of **12 units** of competence (1 core and 11 elective units) is required for this qualification.

- 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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

CORE UNIT OF COMPETENCE (Complete this unit)		
<b>BSBWHS302</b>	<p><b>Apply knowledge of WHS legislation in the workplace</b>  <i>This unit describes the, skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace.</i>  <i>This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.</i></p>	<input type="checkbox"/>
ELECTIVE UNITS OF COMPETENCE (Select 11 units)		
<b>BSBCUS301</b>	<p><b>Deliver and monitor a service to customers</b>  <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>  <i>It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.</i></p>	<input type="checkbox"/>
<b>BSBDIV301</b>	<p><b>Work effectively with diversity</b>  <i>This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.</i>  <i>It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.</i></p>	<input type="checkbox"/>

<b>BSBADM311</b>	<p><b>Maintain business resources</b></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>It applies to individuals who are skilled operators and 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 technical advice and support to a team.</i></p>	<input type="checkbox"/>
<b>BSBINM301</b>	<p><b>Organise workplace information</b></p> <p><i>This unit describes the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.</i></p> <p><i>It applies to individuals 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"/>
<b>BSBINM302</b>	<p><b>Utilise a knowledge management system</b></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.</i></p> <p><i>This includes a whole range of strategies, methods, activities and techniques used formally and informally by individuals and the organisation (as formalised in a knowledge management system) to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.</i></p> <p><i>It applies to individuals who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of 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"/>
<b>BSBINN301</b>	<p><b>Promote innovation in a team environment</b></p> <p><i>This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.</i></p> <p><i>It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.</i></p>	<input type="checkbox"/>
<b>BSBCMM301</b>	<p><b>Process customer complaints</b></p> <p><i>This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.</i></p> <p><i>It applies to individuals 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"/>

<b>BSBITU302</b>	<p><b>Create electronic presentations</b></p> <p><i>This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access.</i></p> <p><i>It 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"/>
<b>BSBITU303</b>	<p><b>Design and produce text documents</b></p> <p><i>This unit describes the skills and knowledge required to design and develop text-based documents using advanced features of word processing software.</i></p> <p><i>It applies to individuals who possess fundamental skills in computer operations and keyboarding, and basic skills in operation of word processing software. They may work as individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own word processed documents.</i></p>	<input type="checkbox"/>
<b>BSBITU304</b>	<p><b>Produce spreadsheets</b></p> <p><i>This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.</i></p> <p><i>It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision.</i></p>	<input type="checkbox"/>
<b>BSBITU306</b>	<p><b>Design and produce business documents</b></p> <p><i>This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.</i></p> <p><i>It applies to individuals who possess fundamental skills in computer operations and keyboarding. 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></p>	<input type="checkbox"/>
<b>BSBITU309</b>	<p><b>Produce desktop published documents</b></p> <p><i>This unit describes the skills and knowledge required to design and produce desktop published documents.</i></p> <p><i>It applies to individuals who work in a range of environments, which may include providing administrative support within an enterprise, or who may be technical or knowledge experts responsible for production of their own documents.</i></p>	<input type="checkbox"/>

<p><b>BSBFLM309</b></p>	<p><b>Support continuous improvement systems and processes</b>  <i>This unit describes the skills and knowledge required to support the organisation’s continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements. It applies to individuals with roles of responsibility who use initiative, organisational and communication skills to influence the ongoing development of the organisation.</i>  <i>At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.</i></p>	<p><input type="checkbox"/></p>
<p><b>BSBFLM305</b></p>	<p><b>Support operational plan</b>  <i>This unit describes the skills and knowledge required to provide support for operational practices and procedures within the organisation’s productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.</i>  <i>It applies to individuals who use planning and analytical skills to achieve the measurable, stated objectives of the team and the organisation. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.</i></p>	<p><input type="checkbox"/></p>
<p><b>BSBPRO301</b></p>	<p><b>Recommend products and services</b>  <i>This unit describes the skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.</i>  <i>It applies to individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement and who may provide technical advice and support to a team.</i></p>	<p><input type="checkbox"/></p>
<p><b>BSBWOR301</b></p>	<p><b>Organise personal work priorities and development</b>  <i>This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.</i>  <i>This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.</i></p>	<p><input type="checkbox"/></p>
<p><b>BSBFLM303</b></p>	<p><b>Contribute to effective workplace relationships</b>  <i>This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.</i>  <i>This unit applies to individuals who use leadership skills including motivation, mentoring and coaching to develop efficient, effective and unified teams and facilitate communication between team members and management of the organisation.</i></p>	<p><input type="checkbox"/></p>

<b>BSBFLM312</b>	<p><b>Contribute to team effectiveness</b></p> <p><i>This unit describes the skills and knowledge required to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.</i></p> <p><i>It applies to individuals who play a prominent part in motivating, mentoring, coaching and developing team cohesion through team leadership and forming the link between the management of the organisation and the team members. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.</i></p>	<input type="checkbox"/>
<b>BSBFLM311</b>	<p><b>Support a workplace learning environment</b></p> <p><i>This unit describes the skills and knowledge required to effectively encourage and support a learning environment. Particular emphasis is on participation in processes to facilitate and promote learning and to monitor and improve learning performance.</i></p> <p><i>It applies to individuals who use initiative and well-developed planning and communication skills in their role. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.</i></p>	<input type="checkbox"/>
<b>BSBWRT301</b>	<p><b>Write simple documents</b></p> <p><i>This unit describes the skills and knowledge required to plan, draft and finalise a basic document.</i></p> <p><i>It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.</i></p>	<input type="checkbox"/>
<b>BSBSUS401</b>	<p><b>Implement and monitor environmentally sustainable work practices</b></p> <p><i>This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.</i></p> <p><i>It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.</i></p>	<input type="checkbox"/>

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