

FACT SHEET

BSB30101 – Certificate III in Business

The skills and knowledge covered in this qualification are intermediate office competencies. This course will suit people who are new to the office environment or those who wish to increase their level of skill.

To be awarded this qualification you must attain successful assessment in a total of 12 competency units. This program covers the following units to make up the full qualification:

- BSBCMN301A Exercise initiative in a business environment
- BSBCMN302A Organise personal work priorities and development
- BSBFLM303B Contribute to effective workplace relationships
- BSBCMN304A Contribute to personal skill development and learning
- BSBCMN305A Organise workplace information
- BSBCMN306A Produce business documents
- BSBCMN310A Deliver and monitor a service to customers
- BSBCMN311A Maintain workplace safety
- BSBCMN315A Work effectively with diversity
- BSBCMN317A Meet customer needs and expectations
- BSBCMN318A Write simple documents
- BSBFLM303B: Contribute to effective workplace relationships

This program will be offered in Canberra only, however if there are enough students interstate we can negotiate delivery in your home state.

Assessment of each unit will take the form of a combination of the following:

- Portfolio of Documents
- Supervisor's Checklist (verifying your work)
- Team Member's Checklist (supporting your work)
- A Workplace Project (proving your skills and knowledge)
- Answers to Underpinning Knowledge Questions

Your general subject knowledge will also be monitored by your assessor