

Certificate III in Business [BSB30101]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course has general suitability for any employees in an office, business, reception or administrative environment eg

- Office Assistants
- Receptionists
- Customer Service Clerks
- Secretaries
- Administration Assistants

Course & Vocational Outcomes

This qualification will develop an Office employee's skill in being able to perform various office duties and contribute to skill development.

The core modules of this course deliver skills and knowledge in:

- Time management
- Prioritising
- Understanding OH&S
- Exercising Initiative
- Customer Service
- Customer Complaints

The electives allow skills development in:

- Processing Mail
- Leading People
- Working with Office Documents
- Minute taking
- Identifying Sales Prospects
- Promoting Innovation and Change
- On-line Information
- Supporting a Workplace Learning Environment
- Contributing to effective workplace relationships

Optional electives

Can also be substituted to add industry specific relevance eg

- Medical Environment module
- Legal Environment module
- Record Keeping module

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*

* Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

Course Duration

You study at your own pace with distance delivery. You are however, required to submit work at regular intervals and to an agreed timetable of study. Normal fulltime study takes 21 weeks. Part time study takes 42 weeks. Most Traineeships allow 12 months for completion but the course is normally timetabled over 42 weeks. The College has continuous intake and commences courses all year round.

Entry Requirements

To complete this course an average level of English literacy is required, whilst you must also demonstrate average communication skills as applicable to a business environment. Microsoft Office applications and basic PC skills are needed to some of the elective modules.

Qualification & Career Pathways

Career paths include opportunities:

- Accounts Clerk
- Secretary
- Team Leader

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework. After completion of this qualification you have a range of opportunities to continue your studies at Certificate IV level in:

- Financial Services
- Frontline Management
- Business Administration
- or continue with Business

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

BSB30101 Certificate III in Business

5 Core modules and 2 Elective modules are required to complete this Qualification.

Unit of Study	Workplace Skills and Outcomes
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Core Module 1. Achieving Work Priorities

BSBCMN302A Organise personal work priorities and development	<ul style="list-style-type: none"> Time management Prioritising Business technology/equipment is used efficiently to complete tasks Personal work performance is monitored to ensure job quality and customer service
BSBCMN304A Contribute to personal skill development and learning	<ul style="list-style-type: none"> Identify own learning needs Undertake skill development Monitor learning effectiveness

Core Module 2. Ensure A Safe Workplace

BSBCMN311A Maintain workplace safety	<ul style="list-style-type: none"> An understanding of Occupational Health and Safety Checking equipment before and during use Awareness of hazard policies and procedures
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Core Module 3. Exercising Initiative

BSBCMN301A Exercise initiative in a business environment	<ul style="list-style-type: none"> Model high standards of business practises Influence individuals and groups positively Make informed decisions
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Core Module 4. Customer Service

BSBCMN305A Organise workplace information	<ul style="list-style-type: none"> Your organisations' image is reflected Accurate information is kept on products and services and updated as required Use of business technology/equipment is used to maintain information Customer feedback
BSBCMN310A Deliver and monitor a service to customers	<ul style="list-style-type: none"> Communication skills Handle customers' complaints Customers' with special needs or assistance are dealt with courteously Promote and enhance services

Core Module 5. One Perfect Day (Customer Complaints)

BSBCMN316A Process customer complaints	<ul style="list-style-type: none"> Correctly respond to and process customer complaints Appropriately refer complaints if necessary Resolve complaints with the best interest of all parties involved
BSBCMN315A Work effectively with diversity	<ul style="list-style-type: none"> Recognise and respond to individuals' differences Effectively utilise individuals' differences

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Unit of Study Workplace Skills and Outcomes

Group A Electives

Essential Office Skills Elective Module

BSBADM302A Produce text from notes	<ul style="list-style-type: none"> • Message taking • Take notes • Minute taking • Produce correspondence from notes
BSBADM304A Design and develop text documents	<ul style="list-style-type: none"> • Work processing • Drafting simple correspondence • Produce basic workplace correspondence

Introduction to Sales Elective Module

BSBSLS301A Develop product knowledge	<ul style="list-style-type: none"> • Acquire product knowledge • Convert knowledge into customer benefits • Evaluate competitors' products
BSBSLS302A Identify sales prospects	<ul style="list-style-type: none"> • Employ prospecting methods • Qualify prospects • Manage prospect information

Processing Mail Elective Module

BSALR301A Handle receipts and despatch of information	<ul style="list-style-type: none"> • Receive and distribute incoming mail • Receive and despatch outgoing mail • Collate and despatch documents for bulk mailing • Organise urgent and same day deliveries
BSBCM212A Handle mail	<ul style="list-style-type: none"> • Receive and distribute incoming mail • Receive and despatch outgoing mail • Organise urgent and same day deliveries • Organise and send electronic mail

On-line Information Elective Module

BSBEBUS301A Search and access on-line information	<ul style="list-style-type: none"> • Determine and assess information requirements • Locate online information • Retrieve, evaluate and report on information
BSBEBUS302A Use and maintain electronic mail system	<ul style="list-style-type: none"> • Access and organise electronic mail • Initiate and respond to electronic mail • Maintain housekeeping system

Group B Electives

Leading People Elective Module (Compulsory for FLM)

BSBFLM312A Contribute to team effectiveness	<ul style="list-style-type: none"> • Contribute to team outcomes • Support team cohesion • Participate in work teams • Communicate with management
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Unit of Study

Workplace Skills and Outcomes

Support a Workplace Learning Environment Elective Module (Compulsory for FLM)

BSBFLM311B Support a learning environment	<ul style="list-style-type: none"> • Encourage a learning environment • Encourage and promote learning of team and individuals • Identify opportunities for improvement
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Workplace Relationships Environment Elective Module (Compulsory for FLM)

BSBFLM303B Contribute to effective workplace relationships	<ul style="list-style-type: none"> • Seek, receive and communicate information and ideas • Encourage trust and confidence • Identify and use networks and relationships • Contribute to positive outcomes
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Implement Change Elective Module

BSBCMN412A Promote innovation and change	<ul style="list-style-type: none"> • Identify and develop opportunities for improved work practices • Lead team to foster innovative work practices • Facilitate commitment to workplace change • Monitor and evaluate change
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OTHER GROUP B ELECTIVES ARE AVAILABLE SUBJECT TO SUITABILITY OF WORK ENVIRONMENT:

Medical Environment Electives

Medical Language Elective Module

BSAMED301A Use advanced medical terminology in order to communicate with patients, fellow workers and health professionals	<ul style="list-style-type: none"> • Respond appropriately to instructions which contain advanced medical terminology • Carry out routine tasks • Use appropriate advanced medical terminology in oral and written communication with patients, fellow workers and health professionals
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Medical Accounts Elective Module

BSAMED302A Apply knowledge of the medical fee structure to prepare and process medical accounts	<ul style="list-style-type: none"> • Provide advice to patients about fee structure • Process referrals to specialist practitioners • Prepare and process medical accounts for bulk billed and private patients • Process accounts • Provide financial information for the practice as required
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OHS in a Medical Office Elective Module

BSAMED202A Follow OHS policies and procedures in a medical office to ensure own safety and that of others in the workplace	<ul style="list-style-type: none"> • Demonstrate familiarity with office practice manual and office policy and procedures • Identify and respond to an emergency • Maintain a safe workplace
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Unit of Study Workplace Skills and Outcomes

Legal Environment Electives

Operating in a Legal Environment Elective Module

BSALC301A Use legal terminology in order to carry out tasks	<ul style="list-style-type: none"> • Use legal terminology in order to carry out tasks • Extend understanding of legal terminology
BSACS301A Apply the principles of confidentiality and security within the legal environment	<ul style="list-style-type: none"> • Work within accepted codes of conduct • Follow confidentiality procedures • Follow security procedures

Apply Knowledge of the Legal System Elective Module

BSALPP301A Apply knowledge of the legal system to complete tasks	<ul style="list-style-type: none"> • Identify the main roles and responsibilities of key bodies in the legal system • Identify key personnel/sections within a legal firm and their functions, to complete routine administrative tasks • Produce and despatch legal documentation • Organise self or other to apply for certificates • Use court etiquette appropriate to the various courts
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Carry Out Search of Public Records Elective Module

BSALPP302A Carry out search of the public record	<ul style="list-style-type: none"> • Plan search • Conduct search • Receive outcome of search • Deliver information
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Maintain Records of Time and Disbursements Elective Module

BSALF301A Maintain records for time and disbursements in a legal practice	<ul style="list-style-type: none"> • Record fee-earner time • Enter disbursements incurred
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Deliver Court Documents Elective Module

BSALPP303A Deliver court documentation	<ul style="list-style-type: none"> • Organise self or other to copy and collate court/tribunal documents • Plan court/tribunal delivery schedule • Organise self or other to deliver documents
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Unit of Study **Workplace Skills and Outcomes**

Record Keeping Electives

Record Keeping Elective Module	
BSBRKG301A Control records	<ul style="list-style-type: none"> • Identify records for capture • Classify record(s) • Register record(s) • Track record(s) • Audit records against predetermined criteria
BSBRKG302A Undertake disposal	<ul style="list-style-type: none"> • Conduct a records survey • Assess records for disposal status • Undertake disposal actions • Maintain control of records • Transfer records • Destroy records
BSBRKG303A Retrieve information from records	<ul style="list-style-type: none"> • Locate/retrieve records required • Ensure security of records • Prepare reports from the business or records system
BSBRKG304A Maintain business records	<ul style="list-style-type: none"> • Collate business records • Update business or records system • Prepare reports from the business or records system

Other electives may be substituted subject to Qualification Packaging rules.