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*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

BSB30107**Certificate III in Business****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

The Certificate III in Business has been developed for people with some experience in the business environment who are required to exercise a level of initiative, discretion and judgement. This qualification provides an intermediate level of skill in areas such as word processing, spreadsheeting, customer service, organizational and financial skills.

JOB ROLES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate II in Business.
- Some vocational experience assisting in a range of support roles without a formal business qualification
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB30107 Certificate III in Business, candidates may undertake the BSB40207 Certificate IV in Business, a qualification for those who work in a range of business environments and who provide leadership and guidance in relation to specific technical knowledge and skills, or a range of other Certificate IV qualifications.

UNITS OF COMPETENCY

Certificate III in Business requires completion of 12 units of competency to attain the qualification. Skills at Top can offer this as follows:

- One **Core** unit listed below
- A minimum of seven units from the **Elective** units listed on the next page
- The remaining four units may be selected from the elective units listed on the following page or any other Certificate III qualification that Skills at Top offers, providing that all units are relevant to the work outcome and local industry requirements. If not listed on the following page, a maximum of 1 unit may be selected from a Certificate II qualification or 2 units may be taken from a Certificate IV qualification.

CORE UNITS**Occupational Health and Safety**

BSBOHS201A

Participate in OHS processes

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB30107 Certificate III in Business

ELECTIVE UNITS

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Product Skills and Advice

BSBPRO301A Recommend products and services

Purchasing and Contracting

BSBPUR301B Purchase goods and services

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices

Workplace Effectiveness

BSBWOR301A Organise personal work priorities and development

Writing

BSBWRT301A Write simple documents