BSB30112 Certificate III in Business is designed for employees undertaking broad-based training that may be customised to the specific needs of the workplace. Those who achieve this level of qualification would perform a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team. Likely functions may include:

- Delivering a service to customers
- Maintaining financial records
- Organising workplace information
- Creating electronic presentations

Examples of customised roles in the industry are:

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

**Entry requirements**

There are no prerequisites for entry to this qualification.

**Pathways**

After achieving the BSB30112 Certificate III in Business, candidates may undertake the BSB40212 Certificate IV in Business with Lexon Training Consultants, 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.

**Qualification Details**

To achieve a BSB30112 Certificate III in Business the student is required to complete a total of 12 units, comprising of

- 1 Core Unit and
- 11 Elective Units

Please see Unit Descriptors for details.
### UNIT DESCRIPTORS

<table>
<thead>
<tr>
<th>Core/Elective</th>
<th>Unit</th>
<th>Element</th>
<th>Unit Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>BSBWHS302A</td>
<td>Determine the legal framework of WHS in the workplace, Apply knowledge of WHS legislation, policies and procedures in the workplace, Maintain knowledge of WHS legislation, industry and organizational requirements.</td>
<td>This unit describes the performance outcomes, skills and knowledge required to apply understanding of workplace health and safety (WHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with WHS legislation, codes and standards is achieved.</td>
</tr>
<tr>
<td>Elective</td>
<td>BSBCUS301B</td>
<td>Identify customer needs, Deliver a service to customers, Monitor and report on service delivery.</td>
<td>This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.</td>
</tr>
<tr>
<td>Elective</td>
<td>BSBDIV301A</td>
<td>Recognise individual differences and respond appropriately, Work effectively with individual differences.</td>
<td>This unit describes the performance outcomes, 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.</td>
</tr>
<tr>
<td>Elective</td>
<td>BSBFIA301A</td>
<td>Maintain daily financial records, Maintain general ledger, Monitor cash control.</td>
<td>This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors’ and creditors’ systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.</td>
</tr>
<tr>
<td>Elective</td>
<td>BSBADM311A</td>
<td>Advise on resource requirements, Monitor resource usage and maintenance, Acquire resources.</td>
<td>This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.</td>
</tr>
<tr>
<td>Elective</td>
<td>BSBINM301A</td>
<td>Collect and assess information, Organise information, Review information needs.</td>
<td>This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.</td>
</tr>
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</tbody>
</table>
| Elective     | BSBINM302A | Access and use knowledge management system  
Utilise a knowledge management system  
Input to knowledge management system  
Review and improve work practices | This unit describes the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.                                                                                          |
| Elective     | BSBINM302A | Respond to complaints  
Refer complaints  
Exercise judgement to resolve customer service issues | This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.                                                                                                                                                                                                 |
| Elective     | BSBINM302A | Identify and investigate online service provider  
Perform online transactions  
Maintain records of online transactions  
Review online transactions | This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.                                                                                                                                                                                  |
| Elective     | BSBINM302A | Select and prepare resources  
Design document  
Produce document  
Finalise document | This unit describes the performance outcomes, 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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.                                                                                   |
| Elective     | BSBINM302A | Prepare to produce desktop published documents  
Set up desktop published document  
Create desktop published document  
Finalise desktop published document | This unit describes the performance outcomes, skills and knowledge required to design and produce desktop published documents.                                                                                                                                                                                                                              |
| Elective     | BSBINM302A | Prepare to create presentation  
Create presentation  
Finalise presentation | This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information.                                                                                                                                                                      |
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| Elective      | BSBITU304A Produce spreadsheets | ☐ Select and prepare resources  
☐ Plan spreadsheet design  
☐ Create spreadsheet  
☐ Produce simple charts  
☐ Finalise spreadsheets | This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software. |
| Elective      | BSBPRO301A Recommend products and services | ☐ Develop and maintain knowledge of products and services  
☐ Recommend products and services  
☐ Advise on promotional activities | This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services. |
| Elective      | BSBPUR301B Purchase goods and services | ☐ Understand purchasing and own requirements  
☐ Make purchases  
☐ Receive purchases | This unit specifies the outcomes required to determine purchasing requirements, and make and receive purchases. |