

This qualification reflects the role of individuals who apply 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.

### ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20115 Certificate II in Business or other relevant qualification  
OR
- With vocational experience assisting in a range of support roles without a formal business qualification.

### OCCUPATIONAL NAMES

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 |

### EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Guiding others in overcoming problems or challenges and resolving conflicts in the workplace
- Organising workplace information on behalf of themselves and/or others
- supervising a small team in a business environment
- communicating to team and clients and using technology
- producing written correspondence and reports
- monitoring and reporting the performance of their own work and that of others in their area.
- Contributing to planning processes and identifying priorities
- Setting team goals and training staff to meet these goals.

### CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager.

### SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



**TARGET TRAINING**

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



## FOUNDATION SKILLS

Gain the skills required to:

Communicate verbally with others in negotiation, training and questioning  
 Write a range of simple documentation and communications  
 Complete individual tasks to support team goals  
 Use manuals and other documentation to overcome problems with information technology or other office equipment  
 Contribute to planning processes with team members to meet expected outcomes  
 Gather, organise and apply workplace information for the organisation's work processes and information systems  
  
 Identify development needs and seek training to fill the needs

Convey workplace procedures and work instructions to team members  
 Demonstrate individual responsibility for completing tasks  
 Resolve issues and conflicts with team members  
 Suggest improvements to support the development of improved work practices and team effectiveness  
 Develop a comprehensive knowledge and understanding of products and services  
 Use word processing packages, spreadsheets or databases to produce written correspondence and reports  
 Monitor and record the performance of own work area

## Delivery Arrangements

The Certificate III program is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 1200 hours for volume of learning at Certificate III level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 24 hours of face-to-face group training sessions for Certificate III. In this way learners can learn from each other while being guided by the experienced facilitator.

## Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

**RPL:** If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 1200 hours to complete the qualification in this format, however, this is assuming that they are able to provide sufficient and current evidence.

**Group sessions:** There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Certificate III however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

**Flexible:** It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1200 hours regardless.

**Blended Approach:** You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



Contact us today for  
 more details and  
 assistance with  
 qualifying staff



### Course Structure

To complete this qualification, the student is required to complete 12 Units. This comprises of 1 core unit and 11 elective units. At least 7 of the elective units must be chosen from the elective list below, the remaining 4 elective units may be chosen from any other Certificate III level qualification offered by Target Training. Alternatively, 1 elective unit may be chosen from a certificate II level qualification and 2 elective units may come from a certificate IV level qualification offered by Target Training. Elective units must be relevant to work outcome, local industry requirements

### CORE UNITS

<b>BSBWHS302</b>	Apply knowledge of WHS legislation in the workplace
------------------	---

### GROUP A ELECTIVE UNITS

<b>BSBADM311</b>	Maintain business resources
<b>BSBCMM301</b>	Process customer complaints
<b>BSBCUS301</b>	Deliver and monitor a service to customers
<b>BSBDIV301</b>	Work effectively with diversity
<b>BSBFIA301</b>	Maintain financial records
<b>BSBFLM303</b>	Contribute to effective workplace relationships
<b>BSBFLM305</b>	Support operational plan
<b>BSBFLM306</b>	Provide workplace information and resourcing plans
<b>BSBFLM309</b>	Support continuous improvement systems and processes
<b>BSBFLM311</b>	Support a workplace learning environment
<b>BSBFLM312</b>	Contribute to team effectiveness
<b>BSBINM301</b>	Organise workplace information
<b>BSBINM302</b>	Utilise a knowledge management system
<b>BSBINN301</b>	Promote innovation in a team environment
<b>BSBITU312</b>	Create electronic presentations
<b>BSBITU313</b>	Design and produce digital text documents
<b>BSBITU306</b>	Design and produce business documents
<b>BSBITU309</b>	Produce desktop published documents
<b>BSBPRO301</b>	Recommend products and services
<b>BSBPUR301</b>	Purchase goods and services
<b>BSBSUS401</b>	Implement and monitor environmentally sustainable work practices
<b>BSBWOR301</b>	Organise personal work priorities and development
<b>BSBWOR302</b>	Work effectively as an offsite worker
<b>BSBWRT301</b>	Write simple documents

### Learning Outcomes:

#### Core Unit:

#### **BSBWHS302 Apply knowledge of WHS legislation in the workplace**

1. Determine the legal framework of WHS in the workplace
2. Contribute to activity that reflects WHS legislative requirements
3. Keep up-to-date with legislation and relevant publications

TARGET TRAINING

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



**Elective Units:**

**BSBADM311 Maintain business resources**

1. Advise on resource requirements
2. Monitor resource usage and maintenance
3. Acquire resources

**BSBCMM301 Process customer complaints**

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

**BSBCUS301 Deliver and monitor a service to customers**

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

**BSBDIV301 Work effectively with diversity**

1. Recognise individual differences and respond appropriately
2. Work effectively with individual differences

**BSBFIA301 Maintain financial records**

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

**BSBFLM303 Contribute to effective workplace relationships**

1. Seek receive and communicate information and ideas
2. Encourage trust and confidence
3. Identify and use networks and relationships
4. Contribute to positive outcomes

**BSBFLM305 Support operational plan**

1. Contribute to implementation of operational plan
2. Assist in recruiting employees and acquiring resources
3. Support operations
3. Finalise presentation

**BSBFLM306 Provide workplace information and resourcing Plans**

1. Locate relevant information
2. Collect and report information
3. Use information systems
4. Support the preparation of business plans and/or budgets
5. Support the preparation of resource proposals



**Contact us today for  
more details and  
assistance with  
qualifying staff**



**TARGET TRAINING**

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



**BSBFLM309 Support continuous improvement systems and processes**

1. Contribute to continuous improvement systems and processes
2. Monitor and report specified outcomes
3. Support opportunities for further improvement

**BSBFLM312 Contribute to team effectiveness**

1. Contribute to team outcomes
2. Support team cohesion
3. Participate in work team
4. Communicate with management

**BSBFLM311 Support a workplace learning environment**

1. Encourage a learning environment
2. Encourage and promote learning of team and individuals
3. Identify opportunities for improvement

**BSBINM301 Organise workplace information**

1. Collect and assess information
2. Organise information
3. Review information needs

**BSBINM302 Utilise a knowledge management system**

1. Access and use knowledge management system
2. Input to knowledge management system
3. Review and improve work practices

**BSBINN301 Promote innovation in a team environment**

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

**BSBITU312 Create electronic presentations**

1. Prepare to create presentation
2. Create presentation
3. Finalise presentation

**BSBITU313 Design and produce digital text documents**

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

**BSBITU306 Design and produce business documents**

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

**BSBITU309 Produce desktop published documents**

1. Prepare to produce a desktop published document
2. Setup desktop published document
3. Create desktop published document
4. Finalise desktop published document

**BSBPRO301 Recommend products and services**

1. Develop and maintain knowledge of products and services
2. Recommend products and services
3. Advise on promotional activities

**BSBPUR301 Purchase goods and services**

1. Understand purchasing and own requirements
2. Make purchases
3. Receive purchases

**BSBSUS401 Implement and monitor environmentally sustainable work practices**

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

**BSBWOR301 Organise personal work priorities and development**

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

**BSBWOR302 Work effectively as an off-site worker**

1. Negotiate off site working arrangements
2. Organise off site work environment
3. Plan off-site work schedules
4. Complete off-site work
5. Monitor and improve off-site work perform

**BSBWRT301 Write simple documents**

1. Plan document
2. Draft document
3. Review document
4. Write final document

