

CERTIFICATE III IN MICRO BUSINESS OPERATIONS

This qualification reflects the role of skilled operators who apply a broad range of competencies in varied micro business contexts, using some discretion and judgment and relevant theoretical knowledge. They may provide technical advice and support to a small team.



ENTRY REQUIREMENTS

Preferred pathway for candidates considering this qualification include:

- BSB20115 Certificate II in Business or other relevant qualifications
- OR**

- Vocational experience assisting in a range of support roles without a formal business qualification.

There are no entry requirements for this qualification

OCCUPATIONAL NAMES

Possible job roles relevant to this qualification include:

- customer contact agents or operators
- customer services representatives
- telesales representatives.

EMPLOYMENT OPPORTUNITIES

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

- interpreting the needs of customers and markets
- applying teamwork skills to a range of micro business situations
- seeking information and advice to identify and solve problems
- developing innovative solutions to workplace challenges
- collecting and analysing information about market needs
- taking personal responsibility for development of the business proposal

CAREER PATHWAY

BSB42615 Certificate IV in New Small Business or a range of other Certificate IV qualifications.

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

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FOUNDATION SKILLS

Gain the skills required for:

- reading, interpreting and clarifying regulatory, taxation, financial and other business documentation
- working with diverse individuals and groups
- using numeracy skills to calculate own financial position and projected cash flow for the business
- translating business ideas into a viable micro business proposal
- taking action to ensure that the business complies with taxation and business registration requirements
- applying business technology for communication, preparing a proposal, budgeting and compliance

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 qualification 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 16 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 regardless, 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 10 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.





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CORE UNITS

BSBSMB301	Investigate micro business opportunities
BSBSMB302	Develop a micro business proposal
BSBSMB303	Organise finances for the micro business
BSBSMB304	Determine resource requirements for the micro business
BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business

ELECTIVE UNITS

BSBCUS301	Deliver and monitor a service to customers
BSBEBU401	Review and maintain a website
BSBFIA301	Maintain financial records
BSBHRM405	Support the recruitment, selection and induction of staff
BSBINN301	Promote innovation in a team environment
BSBIPR405	Protect and use intangible assets in small business
BSBREL401	Establish networks
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWOR301	Organise personal work priorities and development

Course Structure

To complete this qualification, the student is required to complete 10 Units. This comprises of 5 core unit and 5 elective units. The 5 elective units can be chosen from the elective list below, or from any other Certificate III level qualification offered by Target Training. 1 elective unit may be chosen from a certificate II level qualification or from a certificate IV level qualification offered by Target Training.

Elective units must be relevant to work outcome, local industry requirements and the qualification level.

To complete this qualification, the student is required to complete 13 Units. This comprises of 2 core units and 11 elective units. At least 7 of the elective units must be chosen from the elective list A below. The remaining 4 elective units may be chosen from either the elective list A or B. Alternatively the remaining 4 elective units may be chosen from any other Certificate III level qualification offered by Target Training. If not listed below, 2 elective units may be chosen from a certificate II level

Learning Outcomes:

Core Unit:

BSBSMB301 - Investigate micro business opportunities

1. Describe business ideas
2. Identify market needs
3. Investigate factors affecting the market

BSBSMB302 - Develop a micro business proposal

1. Evaluate business opportunities
2. Detail the business idea
3. Prepare the business overview to suit different stakeholders

BSBSMB303 - Organise finances for the micro business

1. Ascertain own financial position and the ability to provide capital/equity for the business
 2. Determine projected cash flow for the business
 3. Source the required funds to establish the business
- Monitor business profitability

BSBSMB304 - Determine resource requirements for the micro business

1. Identify the resources needed in the business
2. Select appropriate sources for resources required in the business
3. Prepare for the use of resources in the business

BSBSMB305 - Comply with regulatory, taxation and insurance requirements for the micro business

1. Identify the regulatory, taxation and insurance requirements of the business
2. Develop procedures to ensure compliance and risk minimisation
3. Implement compliance procedures

Elective Units:

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

BSBEBU401 - Review and maintain a website

1. Review website content and use
2. Update website
3. Carry out non technical site maintenance

BSBFIA301 - Maintain financial records

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

BSBHRM405 - Support the recruitment, selection and induction of staff

1. Plan for recruitment
2. Plan for selection
3. Support selection process
4. Induct successful candidate

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

BSBIPR405 - Protect and use intangible assets in small business

1. Identify and value intangible assets which are key to the small business
2. Identify and select types of protection available for intangible assets
3. Implement appropriate protection for intangible assets
4. Develop and implement processes to avoid infringement of the rights of others
5. Use and commercialise the small business's and others' intangible assets



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more details and
assistance with
qualifying staff**

BSBREL401 - Establish networks

1. Develop and maintain business networks
2. Establish and maintain business relationships
3. Promote the relationship

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



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