



BSB30107 Certificate III in Business

Please ensure that this course is currently not in offer. For more information please contact our administration department or send an email at info@windsor-ic.com.au.

Course Description

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.

Duration of the course

This program is delivered over a period of 20 weeks of face to face training (400 student contact hours) excluding the term/semester breaks.

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
- Word Processing Operator

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.

Total number of units to be completed = 12

1 core unit plus 11 elective units

Entry Requirements

Preferred pathways for candidates considering this qualification include:

- Be 18 years of age or over;
- Have satisfactorily completed Year 10 (Australia or equivalent) and;



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- Have an IELTS academic score of 5.5 with no single band less than 5.5 (or equivalent TOEFL);
- After achieving the BSB20107 Certificate II in Business or other relevant qualification/s or;
- Provide evidence of competency in the majority of units required for the above qualification or;
- With some vocational experience assisting in a range of support roles without a formal business qualification.

No.	Code	Unit of Competency	Core/ Elective
1 Compulsory Unit			
1.	BSBOHS201A	Participate in OHS processes	Core
11 Elective Units			
1.	BSBCUS301A	Deliver and monitor a service to customers	Elective
2.	BSBDIV301A	Work effectively with diversity	Elective
3.	BSBFIA301A	Maintain financial records	Elective
4.	BSBADM311A	Maintain business resources	Elective
5.	BSBINM301A	Organise workplace information	Elective
6.	BSBINM302A	Utilise a knowledge management system	Elective
7.	BSBINN301A	Promote innovation in a team environment	Elective
8.	BSBCMM301A	Process customer complaints	Elective
9.	BSBPRO301A	Recommend products and services	Elective
10.	BSBITU305A	Conduct online Transactions	Elective
11.	BSBWRT301A	Write simple documents	Elective

For more information on Units of competency listed above, please visit www.ntis.gov.au