

Understanding your business is our priority.

WG Learning Pty Ltd

Certificate III in Business

BSB30112

Information Package



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Who is WG Learning?

WG Learning is a Registered Training Organisation that was established in 2004. We are an innovative national training organisation that is focused on delivering an outstanding learning experience. WG Learning provides training to all people aspiring to gain the skills and knowledge to support career growth in their chosen field.

Our learning consultants are highly qualified business professionals who provide mentoring and support to all participants undertaking a qualification.



Why undertake a Certificate III in Business?

Participants undertaking this qualification can develop skills and knowledge in:

- Writing simple documents
- Utilising software
- Researching information
- Time management
- Managing and improving personal effectiveness and development

A certificate III in Business can assist in a wide range of fields including Customer Service, Financial Administration, IT use, Resource use and Record Keeping.

This qualification is also suitable for administrators, those on the frontline or individuals seeking to formalise existing knowledge and skills.

Blending theory with practice, this program focuses on workplace learning to ensure its relevance to your particular situation and business.

Who is eligible?

The certificate III in Business qualification reflects the role of today's effective administrators. The qualification enables you to build the skills and knowledge required as an administrator in a small, medium or large organisation of your chosen industry. You will learn how to lead your team to achieve your business operational plans, increase customer service standards and how to develop within the business.

Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator

The Certificate III in Business qualification is a work based training program for employees working in varying industries where the job is administration based. It may be suitable for participants who have previously done a Certificate II in Business, a HSC leaver or someone who has had previous experience in a junior role. Certificate III is suitable for jobs where there is some degree of responsibility and problem solving. It allows the participant to develop their skills in an office environment and serves as a stepping stone towards a more advanced qualification.

Funding available

If undertaking this qualification under **Smart and Skilled** 'this training is subsidised by the NSW Government'. Further information can be found on www.smartandskilled.nsw.gov.au or speak to your WG Learning consultant.

Employers of trainees may receive up to \$4000 per person, plus potential payroll tax exemptions (applicable in certain states only). Funding is determined by an Australian Apprenticeship Centre representative.



Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry or enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating verbally with others in negotiation, training and questioning writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none"> completing individual tasks to support team goals conveying workplace procedures and work instructions to team members
Problem-solving	<ul style="list-style-type: none"> resolving issues and conflicts with team members using manuals and other documentation to overcome problems with information technology or other office equipment
Initiative and enterprise	<ul style="list-style-type: none"> demonstrating individual responsibility for completing tasks suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none"> contributing to planning processes with team members to meet expected outcomes gathering, organising and applying workplace information for the organisation's work processes and information systems
Self-management	<ul style="list-style-type: none"> identifying development needs and seeking training to fill needs monitoring and recording the performance of own work area
Learning	<ul style="list-style-type: none"> developing a comprehensive knowledge and understanding of products and services identifying priorities and pursuing personal work goals according to organisational objectives
Technology	<ul style="list-style-type: none"> using information communication technology to communicate with team members or clients using word processing packages, spreadsheets or databases to produce written correspondence and reports

Qualification Outline

Total number of units = **12**

This qualification is comprised of **1 core unit plus 11 elective units**.

7 of the elective units must be selected from the elective units listed below.

4 elective units may be selected from the remaining elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed below, **1 elective unit** may be selected from a Certificate II qualification and **2 elective units** may be taken from a Certificate IV qualification.

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

Qualification Contents

Field	Unit Name
CORE UNIT	
	BSBWHS302A Apply knowledge of WHS legislation in the workplace
ELECTIVE UNITS	
IT Use	BSBITU302B Create electronic presentations
	BSBITU303A Design and produce text documents
	BSBITU304A Produce spreadsheets
	BSBITU306A Design and produce business documents
Writing	BSBWRT301A Write simple documents
Interpersonal Communication	BSBCMM301B Process customer complaints
Customer Service	BSBCUS301B 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
Management	BSBFLM305C Support operational plan
	BSBFLM309C Support continuous improvement systems and processes
Innovation	BSBINN301A Promote innovation in a team environment
Product Skills & Advice	BSBPRO301A Recommend products and services
Workplace Effectiveness	BSBWOR301B Organise personal work priorities and development
	BSBFLM303C Contribute to effective workplace relationships
	BSBFLM311C Support a workplace learning environment
	BSBFLM312C Contribute to team effectiveness
Sustainability	BSBSUS301A Implement and monitor environmentally sustainable work practices

Inclusions and Qualification Requirements

Participants undertaking the Certificate III in Hospitality with WG Learning will receive the following:

- Learner and assessment resources, either online or within workbooks
- Access to support and mentoring from highly skilled trainers

All participants will require the following:

- Access to a computer, internet connection and email for online completions, assessment submission and research

Recognition of Prior Learning

Many individuals may be competent in one or more of the Certificate III in Business Administration units of competency. RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submitting a portfolio of evidence, which will be assessed by WG Learning assessors. Speak with WG Learning for more information or an application.

Duration

The duration of the qualification depends greatly on you, the time you have to dedicate to the learning activities and assessments and the timeframe in which you want to complete. All qualifications do have a maximum timeframe in which they need to be completed however; the minimum is set by you.

This certificate III in Business qualification consists of 12 units is typically completed within 1 year however, you can complete earlier by increasing the time you dedicate to your studies. The study matrix below indicates how you fit your learning around your lifestyle and may vary for individuals.

Our flexible learning options of online learning or workbooks allow participants the flexibility of completing their course at their own pace. The benefits of these flexible options are that participants can avoid commuting, classrooms and rigid timetables, offering the opportunity to "attend" a course at any time, from anywhere.

Study Matrix

Study hours	Time to complete
15 hrs/wk	4 months
7 hrs/wk	6 months
5 hrs/wk	9 months
2.5 hrs/wk	1 year

What is the next step?

To discuss how you can achieve your qualification at your own pace, please contact your WG Learning Training Consultant and they will be happy to:

- Forward your details to an Australian Apprenticeship Centre representative to help determine if your employees are eligible for funding
- Book an appointment for enrolment or discuss any queries you may have

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Unit Selection: BSB30112 Certificate III in Business

Please complete this form and give to your WG Learning Consultant

Total number of units = **12**, comprising of **1 core unit plus 11 elective units**.

- 7 of the elective units** must be selected from the elective units listed below.
- 4 elective units** may be selected from the remaining elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level.
- If not listed below, **1 elective unit** may be selected from a Certificate II qualification and **2 elective units** may be taken from a Certificate IV qualification.

Participant Name: _____

Date: _____

Core Unit	Code	Unit Title	Indicative Start Date	Indicative Completion Date
✓	BSBWHS302A	Apply knowledge of WHS legislation in the workplace		
ELECTIVE UNITS				
	BSBITU302B	Create electronic presentations		
	BSBITU303A	Design and produce text documents		
	BSBITU304A	Produce spreadsheets		
	BSBITU306A	Design and produce business documents		
	BSBWRT301A	Write simple documents		
	BSBCMM301B	Process customer complaints		
	BSBCUS301B	Deliver and monitor a service to customers		
	BSBDIV301A	Work effectively with diversity		
	BSBFIA301A	Maintain financial records		
	BSBADM311A	Maintain business resources		
	BSBINM301A	Organise workplace information		
	BSBFLM305C	Support operational plan		
	BSBFLM309C	Support continuous improvement systems and processes		
	BSBINN301A	Promote innovation in a team environment		
	BSBPRO301A	Recommend products and services		
	BSBWOR301B	Organise personal work priorities and development		
	BSBFLM303C	Contribute to effective workplace relationships		
	BSBFLM311C	Support a workplace learning environment		
	BSBFLM312C	Contribute to team effectiveness		
	BSBSUS301A	Implement and monitor environmentally sustainable work practices		

Please note: this selection is to have indicative commencement and completion dates. Page over to be signed by Participant, Employer if applicable and WG Learning Pty Ltd Consultant.

The units I have selected match closely to my position description and my role (if applicable)

Participant Signature

These units were selected in consultation with _____ (Business name) and _____ (name) WG Learning Trainer and Assessor to ensure relevance to the learner, workplace (if applicable) outcome and packaging rules of the selected qualification.

Employer name: _____ Signature: _____

WG Learning: _____ Signature: _____