



NSW Vocational  
Education & Training  
Accreditation Board

## BSB30107 – Certificate III in Business



The qualification BSB30107 – Certificate III in Business is designed for those working in a general business environment. This may include junior staff members working in an office environment, previously unqualified staff or those looking to enter such a position.

Qualification consists of 12 units of competency comprising 1 core, seven electives from a nominated range of electives. The other 4 elective units may be selected from the remaining elective units or any other currently endorsed national Training Package. If not listed below, a maximum of 1 unit may be selected from a Certificate II qualification or 2 units may be taken from a Certificate IV qualification.

CRE8 Australia has the capacity to deliver the units listed below, the units in bold are CRE8's preferred units, however if required by the participant, CRE8 can deliver these units or by negotiation other suitable units are permitted by the training package, please see CRE8 Australia's Training Manager for further information.

CRE8 Australia has developed a program that meets the requirements of the qualification, as shown below. Alternative combinations of units of competency are possible within the rules of the training package. Potential participants wishing to discuss alternative units should contact CRE8 Australia's office.

Our proposed training program is detailed below:

<b>BSBOHS201A</b>	<b>Participate in OHS Processes</b>	<b>Core</b>
<b>BSBCMM201A</b>	<b>Communicate in the Workplace</b>	<b>Elective</b>
<b>BSBCMM301A</b>	<b>Process Customer Complaints</b>	<b>Elective</b>
<b>BSBCUS301A</b>	<b>Deliver and Monitor a Service to Customers</b>	<b>Elective</b>
<b>BSBCUS402A</b>	<b>Address Customer Needs</b>	<b>Elective</b>
<b>BSBDIV301A</b>	<b>Work Effectively with Diversity</b>	<b>Elective</b>
<b>BSBINM301A</b>	<b>Organise Workplace Information</b>	<b>Elective</b>
<b>BSBINN301A</b>	<b>Promote Innovation in a Team Environment</b>	<b>Elective</b>
<b>BSBMKG413A</b>	<b>Promote Products and Services</b>	<b>Elective</b>
<b>BSBPRO301A</b>	<b>Recommend Products and Services</b>	<b>Elective</b>
<b>BSBSUS301A</b>	<b>Implement and Monitor Environmentally Sustainable Work Practices</b>	<b>Elective</b>
BSBWOR301A	Organise Personal Work Priorities and Development	Elective
BSBFIA301A	Maintain Financial Records	Elective
BSBITU306A	Design and produce business documents	Elective
BSBITU304A	Produce Spreadsheets	Elective
BSBFIA302A	Process Payroll	Elective

The qualification is nationally recognised and can only be delivered by a Registered Training Organisation (RTO) that complies with the governing standards of quality control and quality training and assessment.

Upon successful completion of the course assessments you will be awarded a:

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Participants who exit the training program without completing all assessments will be issued with a statement of attainment for those units in which they have demonstrated competency.

The qualification process also recognises your existing skills and knowledge. Recognition of Prior Learning (RPL) is a process where the participants existing skills and knowledge are matched against the requirements of the qualification. If the participant is assessed as already having achieved competency the course is reduced in duration. Additional information on our RPL process is available from the Cre8 Australia Office.

The format for delivery/assessment will be designed around a twelve (12) month delivery program involving a combination of theory/classroom sessions and practical work based sessions to be conducted in a classroom setting or in the participant's workplace.

To be eligible to enrol in our training programs participants must be able to read and write English to a sufficient standard to work with the supplied texts. Samples of the texts are available for review and a challenge test is possible for those who wish to confirm their English Language ability.

**Fees and Charges:** The course fee is detailed in our Client Service Agreement and includes all texts and assessment material.

Our Refund policy is also detailed in our Participant Handbook, which is available upon request.

CRE8 Australia is flexible in the format and timing of learning and assessment activities to ensure that we provide every opportunity for participants to demonstrate their skills and abilities.

Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

Our Participant manual details our complaints and appeal procedure, our discipline policy, and our access and equity policy, including the contact for any Access and Equity issues.

CRE8 Australia offers support to all Participants with their learning needs. We can tailor the training and assessment program to assist people with learning issues and, to a more limited degree, personal issues.

#### **To Enrol**

Please contact us at:

**Ph:** (02) 9756 6789

**Web:** [www.cre8australia.com](http://www.cre8australia.com)

**Address:** 10 Vicars Place  
Wetherill Park NSW 2164

**Fax:** (02) 9756 6780

**Email:** [ned@cre8australia.com](mailto:ned@cre8australia.com)

**RTO ID:** 91112

**ABN:** 75 102 843 345