

CURRENT 2020 DRAFT FROM SKILLS COUNCIL

BSB3xxxx Certificate III in Business

Qualification Description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business competence skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 15

6 core units plus

9 elective units, of which:

- 3 elective units must be selected from Group A
- 2 elective units must be selected from Group B
- for the remaining 4 elective units:
 - up to 4 units may be selected from Groups A – D
 - if not listed, 2 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBCRT311 Apply critical thinking skills in a team environment

BSBLDR301 Support effective workplace relationships

BSBPEF401 Manage personal health and wellbeing

BSBSUS411 Implement and monitor environmentally sustainable work practices

BSBTWK301 Use inclusive work practices

BSBWHS311 Assist with maintaining workplace safety

Elective units

Group A – Technology

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

BSBTEC303 Create electronic presentations

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBWRT311 Write simple documents

BSBXCS301 Protect own personal online profile from cyber security threats

BSBXCS302 Identify and report online security threats

BSBXCS303 Securely manage personally identifiable information and workplace information

Group B – Business Competence

BSBESB302 Develop and present business proposals

BSBESB401 Research and develop business plans

BSBFIN301 Process financial transactions

BSBFIN302 Maintain financial records

BSBOPS301 Maintain business resources

BSBOPS302 Identify business risk

BSBOPS303 Organise schedules

BSBPEF301 Organise personal work priorities

BSBPMG430 Undertake project work

BSBSTR301 Contribute to continuous improvement

Group C – Teamwork and Relationships

BSBCRT412 Articulate, present and debate ideas

BSBPEF302 Develop self-awareness

BSBXCM301 Engage in workplace communication

BSBXTW301 Work in a team

Group D – Customer and Client Engagement

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBXDB301 Respond to the service needs of customers and clients with disability

ACCM SUGGESTED 2020 alternative

BSB3xxxx Certificate III in Business

Qualification Description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business competence skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = ~~15~~ 12 (we can't see any justification for the creep of the qualification from 12 units to 15)

4 core units plus

8 elective units, of which:

- 2 elective units must be selected from Group A
- 2 elective units must be selected from Group B
- for the remaining 4 elective units:
 - up to 4 units may be selected from Groups A – D
 - if not listed, 4 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units (4 core suggested by ACCM to ensure core are appropriate to all sectors)

BSBCRT311 Apply critical thinking skills in a team environment

BSBLDR301 Support effective workplace relationships

BSBPEF401 Manage personal health and wellbeing

BSBTWK301 Use inclusive work practices

Elective units

Group A – Technology (2 electives would be a sufficient minimum)

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

BSBTEC303 Create electronic presentations

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBWRT311 Write simple documents

BSBXCS301 Protect own personal online profile from cyber security threats

BSBXCS302 Identify and report online security threats

BSBXCS303 Securely manage personally identifiable information and workplace information

BSBTEC201 Use business software (unit added to group)

BSBDAT201 Collect and record data (unit added to group)

BSBCUE301 Use multiple information systems (keep this unit and add to group)

Group B

BSBESB302 Develop and present business proposals

BSBESB401 Research and develop business plans

BSBFIN301 Process financial transactions

BSBFIN302 Maintain financial records

BSBOPS301 Maintain business resources

BSBOPS302 Identify business risk

BSBOPS303 Organise schedules

BSBPEF301 Organise personal work priorities

BSBPMG430 Undertake project work

BSBSTR301 Contribute to continuous improvement

BSBWHS211 Contribute to the health and safety of self and others (unit added to group)

(Moved from core to electives)

BSBSUS411 Implement and monitor environmentally sustainable work practices

BSBWHS311 Assist with maintaining workplace safety

(Merged from Group C into One group)

BSBCRT412 Articulate, present and debate ideas

BSBPEF302 Develop self-awareness

BSBXCM301 Engage in workplace communication

BSBXTW301 Work in a team

(Merged from Group D into One group)

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBXDB301 Respond to the service needs of customers and clients with disability

Re-establish the following units as electives

BSBCUE304 Provide sales solutions to customers

BSBIND301 Work effectively in an educational environment

BSBCUE307 Work effectively in customer engagement

Summary

This alternative qualification will keep the overall size of the qualification reasonable; then deliver sufficient elective options to accommodate the wide range of businesses; contact centres and educational providers and job roles that apply to this merged qualification.