

## New Streams in Business Training

### BSB30120 Certificate III in Business

Westvic staffing Solutions would like to introduce you to choices in Business Traineeships.

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 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.

You can select from:

- BSB30120 Certificate III Business (Customer Engagement)
- BSB30120 Certificate III Business (Records & Information Management)
- BSB30120 Certificate III Business (Administration)

All three streams have eight units alike with 5 extra units dedicated to the stream. Selection of a stream should relate to the job role of the trainee and reflect the skills required in the workplace.

[This training is delivered with Victorian and Commonwealth Government funding. We encourage participants with disabilities to access training subsidised through the skills first program](#)

#### Get the Westvic Staffing Solutions advantage...

- ✓ Face to face or zoom session delivery in a supported environment
- ✓ Be trained by learning and development professionals
- ✓ Assessments tailored to meet individual student and industry requirements
- ✓ Access to high level, one on one support from your trainer



#### Learning outcomes:

- ✓ Delivering quality customer service
- ✓ Managing customer complaints
- ✓ Working effectively with your fellow team members and managers
- ✓ How to promote innovation in a team
- ✓ Using social media and online tools
- ✓ Organisation skills for the workplace
- ✓ Working in a diverse environment
- ✓ Building workplace relationships and contributing to the team.



#### Course Structure:

Duration:	12 months
Venue:	Flexible / To be Advised
Mode of delivery:	Workplace and remote delivery timetabled 3 hours, one day per week, supported by workshops.
Course	
Commencement:	Ongoing intakes

## BSB30120 Certificate III in Business – 8 units across all streams

Unit Code	Unit Name
<b>BSBCRT311</b>	<b>Apply critical thinking skills in a team environment</b> This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.
<b>BSBPEF201</b>	<b>Support personal wellbeing in the workplace</b> This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.
<b>BSBSUS211</b>	<b>Participate in sustainable work practices</b> This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.
<b>BSBTWK301</b>	<b>Use inclusive work practices</b> This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.
<b>BSBWHS311</b>	<b>Assist with maintaining workplace safety</b> This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.
<b>BSBXCM301</b>	<b>Engage in workplace communication</b> This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.
<b>BSBTEC301</b>	<b>Design and produce business documents</b> This unit describes the skills and knowledge required to design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.
<b>BSBPEF301</b>	<b>Organise personal work priorities</b> This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

## BSB30120 Certificate III Business (Customer Engagement) Specialist Units

<b>BSBWRT311</b>	<b>Write simple documents</b> This unit describes the skills and knowledge required to plan, draft and finalise a simple document.
<b>BSBOPS304</b>	<b>Deliver and monitor a service to customers</b> This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.
<b>BSBOPS305</b>	<b>Process customer complaints</b> This unit describes skills and knowledge required to handle complaints from customers.
<b>SIRXMKT001</b>	<b>Support marketing and promotional activities</b> This unit describes the performance outcomes, skills and knowledge required to support the implementation of marketing and promotional activities.
<b>SIRXPDK001</b>	<b>Advise on products and services</b> This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

## BSB30120 Certificate III Business (Records & Information Management) Specialist Units

<b>BSBINS302</b>	<b>Organise workplace information</b> This unit describes the skills and knowledge required to receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.
<b>BSBINS303</b>	<b>Use knowledge management systems</b> This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system. This includes a range of strategies, methods, activities and techniques used by individuals and the organisation to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.
<b>BSBINS308</b>	<b>Control records</b> This unit describes the skills and knowledge required to classify, register, and track records and information about records within an information management system.
<b>BSBINS309</b>	<b>Maintain business records</b> This unit describes the skills and knowledge required to maintain the records of a business on an operational basis.
<b>BSBTEC302</b>	<b>Design and produce spreadsheets</b> This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

## BSB30120 Certificate III Business (Administration) Specialist Units

<b>BSBFIN301</b>	<b>Process financial transactions</b> This unit describes skills and knowledge required to prepare, process and maintain financial transactions and to reconcile outstanding accounts.
<b>BSBOPS303</b>	<b>Organise schedules</b> This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation. It involves using manual and electronic diaries, schedules and other appointment systems.
<b>BSBOPS301</b>	<b>Maintain business resources</b> This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.
<b>BSBFIN302</b>	<b>Maintain financial records</b> This unit describes the skills and knowledge required to maintain daily financial records such as reconciling systems for debtors and creditors, preparing and maintaining a general ledger and trial balance. It also includes activities associated with monitoring cash control for accounting purposes.
<b>BSBTEC302</b>	<b>Design and produce spreadsheets</b> This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

The job role of the trainee should reflect the tasks outlined in each unit with the ability to consolidate the learning within the workplace

When selecting streams compare the job role to the Specialist units to ensure the stream is a good fit for your trainee.

Training will be delivered one day per week for 3 hours usually of a morning, for each unit the trainee will attend remote sessions with their trainer, which will be scheduled and agreed to on signing of the training plan. It is planned that training will be delivered through 39 sessions, with a 2 week break at Easter and no classes in December & January of each year.

**Should you require further information, individual info sheets are available for:**

- BSB30120 Certificate III Business (Customer Engagement)
- BSB30120 Certificate III Business (Records & Information Management)
- BSB30120 Certificate III Business (Administration)

**Or discuss with your Apprentice Trainee Consultant.**

**ENQUIRIES – Office Phone: 03 5561 9000 or Email: [training@westvic.org.au](mailto:training@westvic.org.au)**