

# BSB30115 Certificate III in Business

## Packaging Rules: 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 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.)

Core Unit Codes	Core Unit Title	Task Types	Available
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Task 1 – Theory: Short Answer Questions Task 2 – Project: Monitor WHS Compliance Task 3 – Case Study Analysis Task 4 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBADM311	Maintain business resources	Task 1 – Theory: Short Answer Questions Task 2 – Project: Maintain Business Resources Task 3 – Evidence Record	✓
BSBCMM301	Process customer complaints	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Resolving Complaints Task 3 – Evidence Record	✓
BSBCUS301	Deliver and monitor a service to customers	Task 1 – Theory: Short Answer Questions Task 2 – Role Play: Delivering Service to Customers Task 3 – Project: Monitoring Service Delivery Task 4 – Evidence Record	✓
BSBDIV301	Work effectively with diversity	Task 1 – Quiz Task 2 – Role Play Task 3 – Practical: Organisational Diversity Policies Task 4 – Short Answer Questions Task 5 – Evidence Record	✓
BSBFIA301	Maintain financial records	Task 1 – Theory: Organisational Policies and Procedures Task 2 – Practical: Prepare and Process Banking Documents Task 3 – Practical: Prepare and Process Invoices for Payment Task 4 – Practical: Prepare Journal Entries Task 5 – Practical: Process Petty Cash Transactions Task 6 – Practical: Trial Balance Task 7 – Evidence Record	✓

## Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBFLM303	Contribute to effective workplace relationships	Task 1 – Practical: Seek Receive and Communicate Information and Ideas Task 2 – Practical: Identify and Use Networks and Relationships Task 3 – Theory: Short Answer Questions Task 4 – Role Play: Encouraging Trust and Confidence Task 5 – Evidence Record	✓
BSBFLM305	Support operational plan	Task 1 – Project: Report Task 2 – Skills Practice: Coaching Task 3 – Evidence Record Task 4 – Theory: Short Answer Questions	✓
BSBFLM306	Provide workplace information and resourcing plans	Task 1 – Practical: Project Task 2 – Theory: Short Answer Questions Task 3 – Skills Practice: Communication Task 4 – Evidence Record	✓
BSBFLM309	Support continuous improvement systems and processes	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Monitor and Report on Specified Outcomes Task 3 – Skills Practice: Presentation Task 4 – Evidence Record	✓
BSBFLM311	Support a workplace learning environment	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Encourage and Promote Learning Task 3 – Practical: Identify Opportunities for Improvement Task 4 – Skills Practice: Working with Teams Task 5 – Evidence Record	✓
BSBFLM312	Contribute to team effectiveness	Task 1 – Practical: Report Task 2 – Project: Diary Evidence Task 3 – Skills Practice: Communication Task 4 – Theory: Short Answer Questions Task 5 – Evidence Record	✓
BSBINM301	Organise workplace information	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Produce Document Task 3 – Practical: Collection Process Task 4 – Evidence Record	✓
BSBINN301	Promote innovation in a team environment	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Create Opportunities to Maximise Innovation within the Team Task 3 – Practical: Organise and Agree Effective Ways of Working Task 4 – Practical: Support and Guide Colleagues Task 5 – Practical: Reflect on How the Team Worked Task 6 – Evidence Record	✓

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBITU302	Create electronic presentations	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Develop your presentation Task 3 – Observation: Demonstration of Skills Task 4 – Evidence Record	✓
BSBITU303	Design and produce text documents	Task 1 – Practical: Design a Promotional Mail Out Task 2 – Practical: Produce a Letter Task 3 – Practical: Produce a Weekly Report Task 4 – Evidence Record	✓
BBSITU304	Produce spreadsheets	Task 1 – Practical: Format a Spreadsheet and Use Formulas Task 2 – Practical: Format a Spreadsheet and Use Formulas Task 3 – Practical: Profit/Loss Spreadsheet and Calculations Task 4 – Practical: Create Charts Task 4 – Practical: Create Charts	✓
BSBITU305	Conduct online transactions	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Conduct Online Transactions Task 3 – Evidence Record	✓
BSBITU306	Design and produce business documents	Task 1 – Practical: Design Business Documents Task 2 – Practical: Produce the Documents Task 3 – Evidence Record	✓
BSBPRO301	Recommend products and services	Task 1 – Theory: Short Answer Questions Task 2 – Role Play: Prepare and Provide Advice Task 3 – Evidence Record	✓
BSBPUR301	Purchase goods and services	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Organisational Purchase Task 3 – Evidence Record	✓
BSBSUS401	Implement and monitor environmentally sustainable work practices	Task 1 – Practical: Investigate Current Practices in Relation to Resource Usage Task 2 – Practical: Set Targets for Improvements Task 3 – Practical: Implement Performance Improvement Strategies Task 4 – Practical: Monitor Performance Task 5 – Evidence Record	✓
BSBWOR301	Organise personal work priorities and development	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Complete a Work Schedule Task 3 – Project: Coordinate Personal Skill Development and Learning Task 4 – Role Play: Request and Receive Feedback Task 5 – Evidence Record	✓
BSBWRT301	Write simple documents	Task 1 – Practical: Plan and Draft Document Task 2 – Practical: Review and Finalise Document Task 3 – Evidence Record	✓