



- FACT SHEET -

BSB 30107 Certificate III in Business

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support a team.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing team members in the business sector should possess.

These competencies relate to the areas of:

- Office procedures
- OH&S in the office
- Customer service
- Diversity
- General administration
- Information management
- Interpersonal communication
- Workplace effectiveness

Purpose

The purpose of the training program is to develop the skills and knowledge of all team members engaged in the business sector.

Program Benefits

- Gain nationally recognised formal qualification
- Improved industry knowledge
- Cost neutral training
- Career path
- Increased job effectiveness
- Fun/effective continual learning
- Increased job satisfaction

Units/Modules covered

- BSBOHS201A (Core) Participate in the OHS process
- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use a database
- BSBPRO301A Recommend products and services
- BSBWOR301A Organise personal work priorities and development
- BSBINN201A Contribute to workplace innovation
- BSBSDM311A Maintain business resources
- BSBCUS403A Implement customer service standards
- BSBCUS402A Address customer needs
- BSBINM301A Organise workplace information

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.



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The training you need to excel in the Business Sector.

