

**CERTIFICATE III IN BUSINESS  
BSB30107**

Requiring 12 units for the qualification

- 1 core unit
- 7 units from the units listed below
- 4 units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package. If not listed below, a maximum of 2 of the 4 units may be selected from either a Certificate II or a Certificate IV qualification.
- Elective units must be relevant to the work outcome, local industry requirements and the qualification level

**Core Unit**

BSBOHS201A Participate in OHS Processes

**Elective Units**

BSBCUS301A	Deliver and monitor a service to customers
BSBDIV301A	Work effectively with diversity
BSBFIA301A	Maintain financial records
BSBADM311A	Maintain business resources
BSBINM301A	Organise workplace information
BSBINM302A	Utilise a knowledge management system
BSBINN301A	Promote innovation in a team environment
BSBCMM301A	Process customer complaints
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU304A	Produce spreadsheets
BSBITU305A	Conduct online transactions
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBPRO301A	Recommend products and services
BSBPUR301B	Purchase goods and services
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker
BSBWRT301A	Write simple documents