

# Certificate III in Business

## General Description

This qualification reflects the role of individuals who provide technical advice and support to a team. Typical job roles include customer service advisor, data entry operator, general clerk, payroll officer and administration assistant.

## Customisation

This qualification is offered as a traineeship or in-house for your whole administration team and is fully customised to achieve measurable outcomes for your company. Please discuss your requirements with one of our consultants.

## Units of Competency

This qualification is made up of twelve (12) units and can be packaged to specifically meet the work outcomes of the administration officers in your organisation. The following is an example of how this qualification can be packaged. However, there are many units to choose from and this is for illustration purposes only.

### **Core Unit**

BSBOHS201A Participate in OHS processes

### **Elective Units**

BSBCUS301A Deliver and monitor a service to customers  
BSBINM301A Organise workplace information  
BSBINN301A Promote innovation in a team environment  
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  
BSBWOR301A Organise personal work priorities and development

## Learning & Assessment Strategy

Lotus Performance Management will negotiate with your organisation to develop a Learning and Assessment Strategy that expertly meets your training requirements. Each strategy includes the selected units of competency, the agreed assessment methods and your arranged timeframes for delivery and assessment.