



# Certificate III in Business

## BSB30107

For **Full Fee Paying** students (Up to two year term)

For **New Employee** Traineeships (NSW) (Up to one year term for full time employees, longer for part time employees. Early completions may be applied for)

Participants must complete both phases to achieve a Certificate III in Business

### Phase A

BSBFLM312B	Contribute to team effectiveness
BSBWOR203A	Work effectively with others
BSBDIV301A	Work effectively with diversity
BSBWOR301A	Organise personal work priorities and development
BSBOHS201A	Participate in OHS processes *
BSBWOR301A	Implement and monitor environmentally sustainable work practices

### Phase B

BSBCUS301A	Deliver and monitor a service to customers
BSBPRO401A	Develop product knowledge
BSBPRO301A	Recommend products and services
BSBCMM301A	Process customer complaints
BSBFLM309C	Support continuous improvement systems and processes
BSBINM301A	Organise workplace information

\* Core competencies