



Candidate Information and Application Forms

BSB30110 Certificate III in Business

You give this information to the candidate for them to read about the RPL process and to complete the appropriate forms.

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BSB30110 Certificate III in Business

Descriptor

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 to a team.

Job roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.

Qualification pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

BSB20107 Certificate II in Business or other relevant qualification

OR

with vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification

BSB40207 Certificate IV in Business, or a range of other Certificate IV qualifications

Licensing, legislative, regulatory or certification considerations

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

Tips and hints to help you prepare for recognition

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.

Bring your position description and any performance appraisals you have from any training and assessment centres you have worked in.

Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?

Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.

Collect any certificates from in-house training or formal training you have done in the past.

You can speak with your training organisation about other ways you can show your skills in the vocational training and education industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

Steps in the RPL process

Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the training and assessment or VET industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry.

Here you can supply examples of your work history which could include:

(You should use this guide to identify the type of the evidence you may be able to use for your RPL)

- brief CV or work history
- certificates/results of assessment
- certificates/results of assessment – interstate/overseas
- certificates/results of assessment – universities
- results/statement of attendance/ certificates – vendor training courses
- results/statement of attendance/ certificates – in house courses
- results/statement of attendance/ certificates – workshops, seminars, symposiums, etc
- (If Defence Personal, RAAF, Army or Navy) Copy of PM Keys showing Course attended, qualifications received, posting and rank promotions.
- industry awards
- membership of relevant professional associations
- learning resources developed (including electronic forms: videos, MP4s, DVDs...)
- minutes of industry network meetings
- quality system documents
- audit reports and documents
- marketing information
- minutes of meetings where leadership and teamwork are evident
- attendance and enrolment forms
- diaries/task sheets/job sheets/log books
- feedback forms and comments
- references/letters from previous employers/supervisors
- hobbies/interests/special skills outside work
- any other documentation that may demonstrate industry experience (list)

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer training and assessment related questions to identify your current skills.

Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

Cost

Administration Cost	\$	100
If applicant enrolls in the 12 units the Administration will not apply.		
Cost of RPL per unit	\$	140
Full Qualification without RPL.....	\$	1,450
Full Qualification with RPL.....	\$	900
Extra cost per unit for any required Gap Training	\$	110
(All training resources are included in the training costs. Gap training is done with E Learning)		

Skilling Solutions Queensland may pay \$500 towards your RPL

Employability Skills for BSB30110 Certificate III in Business

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include:
Communication	communicating verbally with others in negotiation, training and questioning
	writing a range of simple documentation and communications
Teamwork	completing individual tasks to support team goals
	conveying workplace procedures and work instructions to team members
Problem solving	resolving issues and conflicts with team members
	using manuals and other documentation to overcome problems with information technology or other office equipment
Initiative and enterprise	demonstrating individual responsibility for completing tasks
	suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	contributing to planning processes with team members to meet expected outcomes
	gathering, organising and applying workplace information for the organisation's work processes and information systems
Self-management	identifying development needs and seeking training to fill needs
	monitoring and recording the performance of own work area
Learning	developing a comprehensive knowledge and understanding of products and services
	identifying priorities and pursuing personal work goals according to organisational objectives
Technology	using information communication technology to communicate with team members or clients
	using word processing packages, spreadsheets or databases to produce written correspondence and reports

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Candidate Name: _____ Date Completed: _____

How often do you perform the following?

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
Core Units				
BSBOHS301B	Apply knowledge of OHS legislation in the workplace			
BSBADM311A	Maintain business resources			
BSBCUS301A	Deliver and monitor a service to customers			
BSBDIV301A	Work effectively with diversity			
BSBFIA301A	Maintain financial records			
BSBFLM305C	Support operational plan			
BSBFLM312C	Contribute to team effectiveness			
BSBINM301A	Organise workplace information			
BSBINN301A	Promote innovation in a team environment			
BSBITU303A	Design and produce text documents			
BSBITU304A	Produce spreadsheets			
BSBPRO301A	Recommend products and services			

Candidate Signature: _____ Date: _____

Evidence required on how you:**BSBOHS301B - Apply knowledge of OHS legislation in the workplace**

- Determine the legal framework of OHS in the workplace
- Maintain knowledge of OHS legislation, industry and organisational requirements

BSBADM311A - Maintain business resources

- Advise on resource requirements
- Monitor resource usage and maintenance
- Acquire resources

BSBCUS301A - Deliver and monitor a service to customers

- Identify customer needs
- Deliver a service to customers
- Monitor and report on service delivery

BSBDIV301A - Work effectively with diversity

- Recognise individual differences and respond appropriately
- Work effectively with individual differences

BSBFIA301A - Maintain financial records

- Maintain daily financial records
- Maintain general ledger
- Monitor cash control

BSBFLM305C - Support operational plan

- Contribute to implementation of operational plan
- Assist in recruiting employees and acquiring resources
- Support operations

BSBFLM312C - Contribute to team effectiveness

- Contribute to team outcomes
- Support team cohesion
- Participate in work team
- Communicate with management

BSBINM301A - Organise workplace information

- Collect and assess information
- Organise information
- Review information needs

BSBINN301A - Promote innovation in a team environment

- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working
- Support and guide colleagues
- Reflect on how the team is working

BSBITU303A - Design and produce text documents

- Prepare to produce word processed documents
- Design word processed documents
- Add tables and other data
- Produce text documents

BSBITU304A - Produce spreadsheets

- Select and prepare resources
- Plan spreadsheet design
- Create spreadsheet
- Produce simple charts
- Finalise spreadsheets

BSBPRO301A - Recommend products and services

- Develop and maintain knowledge of products and services
- Recommend products and services
- Advise on promotional activities

RPL application form

Applicant Details:

1. Occupation you are seeking recognition in			
2 Personal Details			
Surname			
Preferred Title (Mr, Mrs, Ms, Miss)			
First Name/s			
Any other name used			
Home Address			
Postal address if different from above			
Telephone Numbers	Home:	Work:	
	Mobile:	Fax:	
Date of Birth	/ /		
Gender	MALE / FEMALE		
Age			
Are you a permanent Resident of Australia	YES / NO		
3 Current Employment			
Are you currently employed?	YES / NO		
If yes. Position currently in.			
Employer		
If Yes, in which occupation are you currently employed?			
Who is your current employer?			
4. Armed Forces details (If Applicable)			
Branch of Service			
Trade classification on discharge			

5. Further Training	
Have you undertaken any training courses related to the occupation applied for?	YES / NO
If Yes	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
6. Is there any further information you wish to give in support of your application?	
7. Professional Referees (relevant to work situation)	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	

Applicant Employment History Form

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part-time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Attach additional sheet if required

If you are including documents in your application, please provide a brief description below

Supporting evidence	Tick the items you can provide	Year completed	Office Use Only – assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation
Brief CV or Work History			
Certificates/Results of Assessment			
Certificates/Results of Assessment – interstate/overseas			
Certificates/Results of Assessment – universities Results/Statement of Attendance/ Certificates – vendor training courses			
Results/Statement of Attendance/ Certificates – in house courses			
Results/Statement of Attendance/ Certificates – workshops, seminars, symposiums, etc			
Results/Statements of Attendance/ Certificates – club courses e.g. first aid, Surf Life Saving			
Industry awards			
Membership of relevant professional associations			

Our Mission:

- 1. We add value to someone everyday**
- 2. Everyday we will smile**

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