

BSB10107

Certificate I in Business

Course information and vocational outcomes

This is an accredited qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited. This is an entry level qualification. There are no entry requirements for this qualification.

Individuals may enter the qualification through a number of entry points including: beginning a career; participating in a VET in Schools Program; after achieving a Certificate I qualification in a Training Package other than Business Services; seeking a career transition with vocational experience in industries or environments outside of Business Services.

After achieving this qualification candidates may undertake BSB20107 Certificate II in Business.

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

To complete this course six units must be successfully undertaken:

- one core unit
- five elective units.
 - Four of these electives must be selected from the list below, and
 - One elective unit may be selected from the remaining elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level.

Employability skills:

The following is a summary of the employability skills/enterprise requirements for this qualification. It 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:

Communication:

- gathering, conveying and receiving verbal and written information
- listening and understanding workplace instructions

Teamwork

- working with colleagues and supervisors to produce workplace documents

Problem solving

- resolving simple maintenance issues with office equipment
- solving routine problems related to hazards in the workplace, while under direct supervision

Initiative and enterprise

- raising occupational health and safety issues with the occupational health and safety officer

Planning and organising

- planning own work schedule to ensure tasks are completed on time

Self management

- behaving in ways that contribute to an effective and safe working environment
- identifying own roles and responsibilities

Learning

- listening to ideas and opinions of other members of the team
- following safety procedures

Technology

- operating a range of business equipment

This summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

The nominal hours allocated to complete this course is between 115 and 170 hours depending on the elective units selected.

Completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core unit (Occupational health and safety)

- **BSBOHS201A - Participate in OHS processes (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who require a fundamental knowledge of OHS to carry out their own work which may be in a defined context under direct supervision or with some individual responsibility. This unit has broad applicability across industries and workplace contexts.)

1. Work safely
2. Implement workplace safety requirements
3. Participate in OHS consultative processes
4. Follow safety procedures

Elective units

General administration

- **BSBADM101A - Use business equipment and resources (15 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to choose equipment and resources to complete a variety of tasks under direct supervision and includes operating equipment, undertaking routine maintenance and reporting faults to the appropriate person. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge to use a variety of business equipment in preparation for working in a broad range of settings.)

1. Select equipment or resources
2. Operate equipment
3. Maintain equipment or resources

Industry context

- **BSBIND201A - Work effectively in a business environment (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.)

1. Work within organisational requirements
2. Work in a team
3. Develop effective work

Interpersonal communication

- **BSBMM101A - Apply basic communication skills (40 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings.)

1. Identify workplace procedures
2. Communicate in the workplace
3. Draft written information

IT use

- **BSBITU101A - Operate a personal computer (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to start up a personal computer or business computer terminal; to correctly navigate the desktop environment; and to use a range of basic functions. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge of personal computer operation in preparation for working in a broad range of settings.)

1. Start computer, system information and features
2. Navigate and manipulate desktop environment
3. Organise files using basic directory and folder structures
4. Print information
5. Shut down computer

- **BSBITU102A - Develop keyboard skills (40 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to develop basic keyboard skills using touch typing techniques. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills.

This unit applies to individuals developing skills and knowledge of basic keyboarding techniques in preparation for working in a broad range of settings.)

1. Use safe work practices
2. Identify and develop keyboard skills
3. Check accuracy

Learning and development

- **BSBLED101A - Plan skills development (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to identify and document current skills and to plan future skills development under the guidance of an appropriate adviser. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge of career planning and skills development in preparation for working in a broad range of settings.)

1. Seek advice on future career directions
2. Conduct self assessment of skills
3. Prepare portfolio of evidence

Sustainability

- **BSBSUS201A - Participate in environmentally sustainable work practices (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit. This unit contains employability skills. This unit applies to operators/team members under supervision or guidance, who are required to follow workplace procedures and instructions, and to work in an environmentally sustainable manner. It covers: efficient resource use; potential environmental hazards; regulatory compliance; improving environmental performance (within the scope of competency, authority and own level of responsibility). It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.)
 1. Identify current resource use
 2. Comply with environmental regulations
 3. Seek opportunities to improve resource efficiency

Workplace effectiveness

- **BSBWOR202A - Organise and complete daily work activities (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to organise and complete work activities, and to obtain feedback on work performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge for working in a broad range of settings.)
 1. Organise work schedule
 2. Complete work tasks
 3. Review work performance