



**CONNECT**  
**ASIA PACIFIC**  
REGISTERED TRAINING ORGANISATION

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**A Guide For New Entrants**

**Getting Qualified**

**IN**

**CERTIFICATE III IN  
RECORDKEEPING**

**BSB30807**



## A Guide for New Entrants

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## **A Guide for New Entrants**

### **Certificate III in Recordkeeping BSB30807**

#### **Description**

Certificate III in Recordkeeping BSB30807 is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal recognition.

The Connect Asia Pacific (CAP) Certificate III in Recordkeeping is designed to meet the competency requirements of work, family and study. Our distance education and/or e-learning programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of frontline management competencies including leading teams or group in a work environment and in monitoring the work performance of others and yourself.

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.

#### **How long will the Certificate III in Recordkeeping program will take?**

Certificate III in Recordkeeping BSB30807 consists of 12 units of competence, however by applying for RPL this can be reduced. Ordinarily we expect that each unit of competence can be completed in approximately 30 hours. Because the program is self paced and work based the amount of effort and subsequent time to completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.

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### Units Required for Certificate III in Recordkeeping – BSB30407

#### Course Outline

Total number of units = 12 for a total of 440 nominal hours

- 5 core units
- 7 elective units from any domain listed below

#### Core Units

#### Recordkeeping

<b>BSBRKG301B</b>	Control records	This unit describes the performance outcomes, skills and knowledge required to classify, register, and track records and information about records within a business or records system.
<b>BSBRKG302B</b>	Undertake disposal	This unit describes the performance outcomes, skills and knowledge required to identify which records are subject to a disposal program, and to safely and securely transfer or dispose of the records.
<b>BSBRKG303B</b>	Retrieve information from records	This unit describes the performance outcomes, skills and knowledge required to receive a request and to deliver the record or information about the record.
<b>BSBRKG304B</b>	Maintain business records	This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis.
<b>BSBRKG305A</b>	Review recordkeeping functions	This unit describes the performance outcomes, skills and knowledge required to undertake research that supports work across a wide range of recordkeeping functions.



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### Elective Units

#### **Customer Service**

<b>BSBCUS301A</b>	Deliver and monitor a service to customers	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.
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#### **Diversity**

<b>BSBDIV301A</b>	Work effectively with diversity	This unit describes the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.
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#### **Financial Administration**

<b>BSBFIA301A</b>	Maintain financial records	This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.
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#### **General Administration**

<b>BSBADM311A</b>	Maintain business resources	This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.
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**Information Management**

<b>BSBINM301A</b>	Organise workplace information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.
<b>BSBINM302A</b>	Utilise a knowledge management system	This unit describes the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.

**Innovation**

<b>BSBINN201A</b>	Contribute to workplace innovation	This unit describes the performance outcomes, skills and knowledge required to make a pro active and positive contribution to workplace innovation.
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**Interpersonal Communication**

<b>BSBCMM301A</b>	Process customer complaints	This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
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**IT Use**

<b>BSBITU301A</b>	Create and use databases	This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information.
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<b>BSBITU302A</b>	Create electronic presentations	This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.
<b>BSBITU303A</b>	Design and produce text documents	This unit describes the performance outcomes, skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software.
<b>BSBITU304A</b>	Produce spreadsheets	This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.
<b>BSBITU305A</b>	Conduct online transactions	This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.
<b>BSBITU306A</b>	Design and produce business documents	This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

**Product Skills and Advice**

<b>BSBPRO301A</b>	Recommend products and services	This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.
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### **Workplace Effectiveness**

<b>BSBWOR301A</b>	Organise personal work priorities and development	This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.
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### **Writing**

<b>BSBWRT301A</b>	Write simple documents	This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.
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### Sample Pathways

All pathways require the completion of 5 core units plus 7 extra units for a total of 12 units.

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

<b>Assistant Records Clerk</b>	<b>Administrative Assistant</b>
Lee works as a Assistant Record Clerk for a government department.  His role includes maintaining departmental records, document tracking and retrieval of files.	Georgina works as a valued member of a successful and influential national professional association. This is a key administrative position, working closely with the Office Manager.  Her role includes maintaining client files, word processing documents and spreadsheets.
<b>BSBRKG301B</b> - Control records	<b>BSBRKG301B</b> - Control records
<b>BSBRKG302B</b> - Undertake disposal	<b>BSBRKG302B</b> - Undertake disposal
<b>BSBRKG303B</b> - Retrieve information from records	<b>BSBRKG303B</b> - Retrieve information from records
<b>BSBRKG304B</b> - Maintain business records	<b>BSBRKG304B</b> - Maintain business records
<b>BSBRKG305A</b> - Review recordkeeping functions	<b>BSBRKG305A</b> - Review recordkeeping functions
<b>BSBCUS301A</b> - Deliver and monitor a service to customers	<b>BSBADM311A</b> - Maintain business resources
<b>BSBADM311A</b> - Maintain business resources	<b>BSBINM301A</b> - Organise workplace information
<b>BSBITU301A</b> - Create and use databases	<b>BSBITU303A</b> - Design and produce text documents
<b>BSBWOR301A</b> - Organise personal work priorities and development	<b>BSBITU304A</b> - Produce spreadsheets
<b>BSBDIV301A</b> - Work effectively with diversity	<b>BSBWRT301A</b> - Write simple documents
<b>BSBITU305A</b> - Conduct online transactions	<b>BSBDIV301A</b> - Work effectively with diversity
<b>BSBINM302A</b> - Utilise a knowledge management system	<b>BSBWOR301A</b> - Organise personal work priorities and development

## **A Guide for New Entrants**

### **Information For The Candidate** **Answers to common questions about assessment**

#### **What is an assessment?**

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it.

Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

#### **How do I know if I am competent?**

Being competent means you can consistently do your job to the standard your workplace needs. The competency standards clearly describe the level of skill required.

#### **How will I be assessed?**

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

#### **Do I get a pass or fail?**

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

#### **Where will I be assessed?**

You will be assessed in your workplace.

#### **What is evidence?**

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is the best form of assessment, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.

#### **Evidence can include:**

- Demonstration of your work on the job
- Demonstration of skills in another workplace
- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary