

# Essential Skills for Business

1st Edition & Assessment Package © April 2023

Lee Perlitz

This new title for McGraw Hill is a course in a book for RTOs delivering the **Certificate III in Business (BSB30120)**, in particular the **Business Administration specialisation**. It offers a complete solution for RTOs, with a textbook or ebook option, supporting suite of complimentary Teacher Resources, and separate Assessment Tools.

The text is completely up-to-date for the new training package and follow a unit by unit approach that is easy to use. Language used is student-friendly and the visual design is appealing and full of illustrations to help understanding of key concepts.

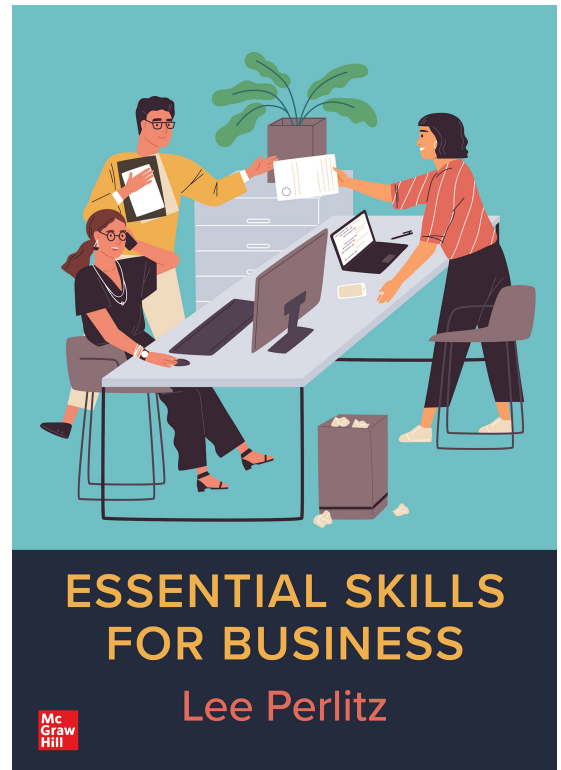
## Key Features

- **Chapters mapped to a unit of competency** - helps to meet auditing requirements more easily
- **Comprehensive coverage of 6 core units and 15 of the most popular electives** (with focus on Business Administration stream)
- **A suite of Assessment Tools in Word Format** - easy to edit and contextualise (\*separate purchase)

- **Written by leading author and expert Lee Perlitz:**

Lee has more than 35 years' experience in the sales, marketing and training fields. In her corporate career she has been part of the national senior management team of British Airways and held senior sales positions with the Telstra Corporation and the ANA Hotel Group.

For some years now, Lee has owned and operated an RTO consultancy; she offers assistance and compliance services to RTOs Australia-wide. Lee is a regular and award-winning author with Pearson as well as McGraw-Hill Education. She has written 16 educational textbooks covering business, tourism, retail and TAE studies.



### ISBNs and Prices

9781760427221 (print), \$99.95 AUD, \$115.00 NZD  
 9781760427252 (eBook), \$69.95 AUD, \$80.00 NZD  
 9781760427474 Assessment Package \$8,000 AUD, \$9,000 NZD

- **Instructor Resources** - Teacher Resource Manual (TRM), Competency Mapping Guide and Solutions manual. PowerPoints for every chapter.
- **Assessment Package** - Comprehensive, extremely detailed Assessment Tools for each chapter/unit of competency. Provided as word documents for easy editing. Contextualise for your requirements and validation.

**Table of contents**

Ch	Title	UoC	Elective/ core
<b>Part 1 The business core</b>			
1	Engage in workplace communication	BSBXCM301 Engage in workplace communication	Core
2	Use inclusive work practices	BSBTWK301 Use inclusive work practices	Core
3	Support personal wellbeing in a workplace	BSBPEF201 Support personal wellbeing in the workplace	Core
4	Apply critical thinking skills in a team environment	BSBCRT311 Apply critical thinking skills in a team environment	Core
5	Assist with maintaining workplace safety	BSBWH311 Assist with maintaining workplace safety	Core
6	Participate in Sustainable Work Practices	BSBSUS211 Participate in sustainable work practices	Core
<b>Part 2 In the office</b>			
7	Maintain business resources	BSBOPS301 Maintain business resources	Elective Group E
8	Organise workplace information	BSBINS302 Organise workplace information	Elective Group G
9	Organise schedules	BSBOPS303 Organise schedules	Elective Group E
10	Purchase goods and services	BSBPUR301 Purchase goods and services	Elective Group E
11	Write simple documents	BSBWRT311 Write simple documents	Elective Group A
12	Design and produce Business Documents	BSBTEC301 Design and product business documents	Elective Group A
13	Design and Produce Spreadsheets	BSBTEC302 Design and produce spreadsheets	Elective Group A
14	Create electronic presentations	BSBITU302 Create electronic presentations	Elective Group A
15	Maintain financial records	BSBFIN302 Maintain financial records	Elective Group E
<b>Part 3 Working with customers and colleagues</b>			
16	Deliver and monitor a service to customers	BSBOPS304 Deliver and monitor a service customers	Elective Group D
17	Advise on products and services	SIRXPDK001 Advise on products and service	Elective Group D
18	Process customer complaints	BSBOPS305 Process customer complaints	Elective Group D
19	Organise personal work priorities	BSBPEF301 Organise personal work priorities	Elective Group B
20	Work in a team	BSBXTW301 Work in a team	Elective Group C
21	Support effective workplace relationships	BSBLDR301 Support effective workplace relationships	Elective Group C