BSB30115 - Certificate III in Business

Certificate III in Business reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Course Accreditation

This course is nationally recognised under the Australian Qualifications Framework (AQF).

Entry Requirements

- be 18 years or older;
- LLN - This is an on-line correspondence course so you need to have basic English reading and writing skills, or higher. As such, entry to the course requires English proficiency equivalent to Australian Year 10 level, a NRT or Trade qualification at the Certificate II level or higher, or 2 years of industry work experience. Numeracy are required to a basic level e.g. calculations with calculators.

Resources required

Computer and Internet

You will need access to a computer and the internet to complete this course.

Once enrolled, you will be emailed your login details to the learning management system. You can then access your course materials immediately.

In addition, the following software and hardware may be required depending on subjects being undertaken:

- Broadband Internet Connection
- Internet explorer version 6 or above, Mozilla Firefox, Chrome
- Microsoft Office 2007 or later
- Minimum 2GB of Ram
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- You will also need access to a phone, printer, photocopier and scanner
- Adobe Flash Player 10 or higher
- Camera (Optional)

Specific requirements for Mac OS users:
• Mac OS X v 10.5 or higher (Mac OS X v 10.6 or higher is recommended)
• 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

Specific requirements for Windows users:

• Microsoft Windows XP or higher (Windows 7 or higher is recommended)
• 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)

Course Delivery

• Online learning – Self Paced
  Your training program is delivered via online self-paced learning. Candidates are guided through the program with the assistance self-instructed learning materials, and online support from a Workforce Training & Development trainer/assessor.

• RPL
  A formal online process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

• Face to Face (by arrangement only)
  The training program can be delivered to groups via face to face classroom delivery. As a part of the group you will be guided through the program by a Workforce Training & Development Trainer.

Course Duration

• Online learning – Self Paced
  As the course is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete one unit per month with a total completion time limit of 13 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

  Recommended hrs of study is 12 to 15 hrs per week

  Where the learner cohort consists of new entrants or inexperienced workers, they may require a longer timeframe of 23 hrs or more per week

• RPL
  As the RPL is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete within 7 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.
• **Face to Face**
  As per arrangements

**Course Subjects/Units**

To achieve BSB30115 - Certificate III in Business, **12 units** must be successfully completed: (1 of which is a Core unit).

<table>
<thead>
<tr>
<th>Units</th>
<th>Prerequisite Unit(s)</th>
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<tbody>
<tr>
<td>BSBWOR301 Organise personal work priorities and development</td>
<td></td>
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<tr>
<td>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. This unit applies to individuals who exercise discretion and judgment and apply a broad range of competencies in various work contexts.</td>
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<tr>
<td>BSBWH5302 Apply knowledge of WHS legislation in the workplace (C)</td>
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<td>This unit describes the, skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace. This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.</td>
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<tr>
<td>BSBCUS301 Deliver and monitor a service to customers</td>
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<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers. Operators may exercise discretion and judgment using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.</td>
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<tr>
<td>BSBFLM309 Support continuous improvement systems and processes</td>
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<tr>
<td>This unit describes the skills and knowledge required to support the organisation’s continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.</td>
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<tr>
<td>BSBFLM303 Contribute to effective workplace relationships</td>
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<td>This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.</td>
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<tr>
<td>BSBITU306 Design and produce business documents</td>
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<tr>
<td>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</td>
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<tr>
<td>BSBITU304 Produce spreadsheets</td>
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<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.</td>
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BSBINM302 Utilise a knowledge management system
This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system.

BSBCMM301 Process customer complaints
This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. Operators may exercise discretion and judgment using appropriate knowledge of products, customer service systems and organizational policies to provide technical advice and support to a team.

BSBFIA301 Maintain financial records
This unit describes the skills and knowledge required to maintain daily financial records such as reconciling debtors’ and creditors’ systems, preparing and maintaining a general ledger and trial balance and includes activities associated with monitoring cash control for accounting purposes.

BSBFIA305 Support operational plan
This unit describes the skills and knowledge required to provide support for operational practices and procedures within the organization’s productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

Course Materials

You will be provided access to learning materials including:

- Learners Guide
- Learners additional resources
- Videos
- Website Links
- Revision Quizzes
- Assessments
- Additional assessment resources

Payment Options

PAY UPFRONT: You have the option to pay course fees upfront utilising either credit card payment or through PayPal.

PAYMENT PLAN: Alternatively, you have the option of entering into a payment plan based on monthly or per unit payment
**Course Fee**

Online learning self-paced – AU$ 2300  
RPL – AU$ 900

**Refund Policy**

- Students who notify to cancel their enrolment within 5 days of commencement of course/unit and the resources are not downloaded from our Learning Management System can get a full refund however an administration enrolment fee of $250 will be retained.

- Students who notify to cancel their enrolment after 5 days of commencement of course/unit and prior to 1 month will receive a refund of 75% of course fees excluding the enrolment fee of AU$250.

- Students who cancel their enrolment after 1-month of the commencement of training program has commenced will not be entitled to a refund of fees of any fees paid in advance.

The amount retained by Workforce Training & Development is required to cover the costs of staff and resources which will have already been committed based on the student’s initial intention to undertake the training.

**Assessment**

To successfully complete the course, you will be required to complete a range of assessment activities to test

a) General  
b) Specific and  
c) Performance based knowledge

Assessment may take the form of written, oral questioning, case studies, workplace observations, or third party reports.

Assessment is used to provide candidates with feedback on their progress and to measure their skills and knowledge against the training qualification requirements and those of the industry.

**Training outcome**

Candidates successfully completing the course will receive a Certificate III in Business. Candidates who partially complete the course will receive a Statement of Attainment for the units of competency that they have successfully completed.
Potential career opportunities

- Customer service advisor
- Data entry operator
- General clerk
- Administration officer/clerk
- Receptionist
- Personal assistant

Please visit our website for more details & to refer to policies and procedures

http://www.workforceonline.edu.au/