

BSB30115 Certificate III in Business**Course Overview:**

Become an asset to any workplace and gain skills to provide exceptional customer service, work effectively with diversity, write business documents and use a range of computer software.

The 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.

Face-to-Face Schedule:

- 12 x 1 day workshop scheduled fortnightly apart.
- The face-to-face program runs over 6 months (plus term break).
- In addition, students will need to complete homework and work-based activities.
- For scheduled course dates please contact Alana Kaye on 1300 25 26 25 or email training@alanakaye.edu.au

Relevant Job Roles:

- Customer service adviser
- Data entry operator
- General clerk
- Payroll officer
- Typist
- Word processing operator

Distance Learning:

Distance learning students can choose their electives and timeframe for completion of training. Once these have been determined, students will sign a My Qualification Plan.

Entry Requirements:

There are no entry requirements for this qualification. However, it is expected that students will have appropriate language, literacy and numeracy skills to complete the training and assessment requirements.

Recognition of Prior Learning (RPL):

You can apply for RPL if you have the knowledge and skills gained through work, formal study, volunteering, informal or formal training, social activities or general life experiences. Please contact our office for further information about the process to demonstrate your experience and knowledge.

Resources Required:

Students are required to have access to a computer (or use Alana Kaye's computer lab) to complete assessment tasks. Alana Kaye are conscious of the environment and where possible, provide resources and assessments in an electronic format. If possible, please bring a laptop to workshops.

Distance learning students must have access to a computer, internet and skype.

Flexible Delivery Modes:

Alana Kaye provides a number of options for flexible delivery of qualifications. These include a variety of different methods of training such as face-to-face workshops, distance learning, Recognition of Prior Learning (RPL) or mixed delivery. Selection of elective units can also be tailored to individual requirements following discussions with the Alana Kaye team.

Pathways:

Students may enter directly into the Certificate III in Business. Graduates may study Certificate IV in Business or higher level qualifications.

BSB30115 Certificate III in Business

Investment:

Enrolment fee	\$300.00
Face-to Face Delivery	\$2,750.00
Distance Learning	\$2,000.00
Recognition of Prior Learning	\$950.00

Students are responsible for the purchase of text book/s relevant to this qualification.

Payment plans available.

Inclusions:

- Course learning and assessment material (excluding text book/s)
- Coffee and tea
- Certification upon successful completion.

Government Funded Courses:

This course is currently subsidised by the Northern Territory Department of Trade, Business and Innovation for residents of the Northern Territory. Information on this funding can be accessed at <https://nt.gov.au/learning/adult-education-and-training/northern-territory-training-entitlement>

All students must pay the enrolment fee of \$300.00

Course Outline:

This qualification comprises of 12 units of competency (subjects).

Units of competency can either be:

- Core units – units you must complete as part of the qualification and
- Elective units –elective units are the units that you choose to be most suitable for your learning needs.

For our face-to-face workshops, we have chosen the elective units that we know are most beneficial and relevant to the majority of our students. These are the ones ticked below. If you would like to study different elective units, please contact Alana Kaye to discuss the options available for flexible delivery.

The BSB30115 Certificate III in Business has 1 core units plus 11 elective units of which:

- 7 elective units must be selected from the elective units listed below
- 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Unit Code	Core Unit	Face-to-face	RPL	Distance
BSBWHS302	Apply knowledge to WHS legislation in the workplace	✓	✓	✓

BSB30115 Certificate III in Business

Unit Code	Elective Units	Face-to-face	RPL	Distance
BSBADM311	Maintain business resources	✓	✓	✓
BSBCMM301	Process customer complaints	✓	✓	✓
BSBCUS301	Deliver and monitor a service to customers	✓	✓	✓
BSBDIV301	Work effectively with diversity	✓	✓	✓
BSBINM301	Organise workplace information	✓	✓	✓
BSBITU302	Create electronic presentations	✓	✓	✓
BSBITU303	Design and produce text documents	✓	✓	✓
BSBITU306	Design and produce business documents	✓	✓	✓
BSBPRO301	Recommend products and services	✓	✓	✓
BSBSUS401	Implement and monitor environmentally sustainable work practices	✓	✓	✓
BSBWRT301	Write simple documents	✓	✓	✓

Enrol now

Click on the enquire now button on our website to download an enrolment form. Please contact our office for further information about this course.