



Get Qualified
Training Australia

Course information

BSB30107
Certificate III in Business

2011

Course Description

This is a nationally recognised qualification, focusing on a wide range of skills required by administration staff in any business. To gain this certificate, participants can combine recognition of their current work-related skills and knowledge with structured training and assessment to enhance their capabilities in areas important to their organisation and their career.

Course Requirements

There are no special entry requirements for this qualification. However, the ability to speak read and write English as well as having numerical skills equivalent to Year 10 would provide a desirable starting point.

Career opportunities/ pathways

- Customer Service Advisor,
- Data Entry Operator,
- General Clerk,
- Payroll Officer,
- Typist,
- Word Processing Operator.

Units of competency to be achieved

A total of 12 units of competency are required for the award of BSB30107 Certificate III in Business.

This includes 1 core unit and 11 elective units

Compulsory Unit:

BSBOHS201A Participate in OHS processes

Elective Units:

BSBINM301A Organise workplace information
BSBINM302A Utilise a knowledge management system
BSBWRT301A Write simple documents
BSBWOR301A Organise personal work priorities and development
BSBCMM301A Process customer complaints
BSBCUS301A Deliver and monitor a service to customers
BSBITU302B Create electronic presentations
BSBITU303A Design and produce text documents
BSBITU304A Produce spreadsheets
BSBITU306A Design and produce business documents
BSBADM311A Maintain business resources

You will receive 12 individual learner guides which cover all the required units for this qualification as set out in the business services training package and as listed in the National Training Information Service (NTIS). These learner guides are easy to read resources that are supported with written assessments, activities and case studies and are set out in four written assessments workbooks. You must complete these and submit them for assessing. Your written assessment books are vital pieces of assessment evidence and should be kept in a safe place at all times. GQTA must keep the original copy of these assessment books on your student file for State and Federal auditing purposes. If you wish to keep a copy it is strongly recommended that you take a copy of your work and then have the copy signed by a Justice of the Peace or Commissioner of Declarations as having sighted the original. Any lost assessments will have to be repeated.

Student support

A qualified trainer will be assigned to you and will provide you with ongoing support relating to your training and assessing. Your trainer will monitor your progress and maintain records relating to your assessments and workbooks. You may make contact with your trainer also via email, phone and fax anytime between 9am-5pm, Monday to Friday.

Delivery mode and duration

Delivery through the traineeship program

A traineeship is a government accredited training program, leading to a nationally recognised qualification. A traineeship is a formal agreement known as a 'Training Agreement' or 'Contract of Training', and combines paid work with quality structured training for a nominal period, usually 12 months. A traineeship focuses on learning new skills and developing the skills you already have and use every day in your workplace. You may either be working full-time or part-time worker – but you must work for a minimum of 15 hours per week.

Securing jobs for your future – Skills for Victoria

Securing jobs for your future – Skills for Victoria is a Victorian Government initiative to reform and re-focus the training system to best meet the needs of those who depend on it. The main idea behind the changes is to encourage more people to become qualified at a higher level, especially in areas where employers find it hard to find enough staff. A subsidised place is guaranteed to anyone who is eligible and you can access this entitlement more than once, as you move up the qualification scale. This is called the Victorian Training Guarantee. The guaranteed place comes with some new eligibility (entry) requirements.

This qualification is delivered one-on-one over a period of 10-12 months with 6 X 1.5-2 hour training and assessment visits in the workplace by a qualified and experienced trainer/ assessor. Your assessments will also include workplace observation/ demonstration and supervisor's feedback. If you have completed prior studies or have worked in this industry previously you may be eligible for recognition of prior learning. The cost of recognition of prior learning described further below.

Please note that it is important that academic progress is maintained. Your enrolment lasts for 12 months but to maintain academic progress you must complete at least one unit every month. A request for a 2 week extension can be sought in writing. Failure to maintain academic progress can result in your enrolment being cancelled.

Course tuition Fee:

For further information about course enrolment and tuition fees please contact us. GQTA may be able to access a subsidy/ incentive from the Victorian and the Commonwealth Government to cover the cost of the tuition fee dependent on your circumstances.

Where training is a result of an employer paying fees, and that payment is no longer available, an additional arrangement will be sought with the student so as to continue training.

Payment methods

Tuition fees are payable by electronic funds transfer, direct deposit or you could mail a cheque payable to GQTA to the address below.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience or life experience. You may be able to get credits for, or an exemption from unit/s within the course. It is a process whereby you are given credit for what you can already do. If you believe this may apply to you for any part of the course, then you should ask your Trainer/Assessor about this process and they will organise to be assessed.

A cost of \$100 per unit will apply when an RPL is sought. For further information please contact us via our details below.

Refund

Tuition fees (excluding administration fee and course material) will be refunded if the learner withdraws from the program (in writing) within four weeks of commencing training, or if Get Qualified Training Australia Pty Ltd cancels the course. For a full description of the refund policy, please refer to the Learner guide.

Student Information

Detailed student information is available within our Student Information Booklet which will be sent to you via email on request. This booklet contains important information about a student's right and obligation such as their right to privacy, a safe training environment and right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you straight away.

GQTA acknowledges its obligations under the Equal Opportunity Act 1995 and related laws. Regardless of cultural background, gender, sexuality, disability or age of students they have a right to study in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while studying with us. We encourage people with disabilities to apply.

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