

# BSB30115 CERTIFICATE III IN BUSINESS



## QUALIFICATION OVERVIEW

### 1. QUALIFICATION SUMMARY

- National code/title:
- BSB30115 – Certificate III in Business
- Industry relevance:
- This versatile qualification compliments a variety of career options across different industries. Develop skills in workplace health and safety, customer service, teamwork and producing workplace documentation. Confidently impress at your next interview with a nationally recognised qualification.
- Recommended skills:
- Students will be expected to have the ability to read and write English, plus basic numeracy and computer skills, a mature attitude plus a commitment to all assessment requirements and an ability to meet the competencies in this training package
- Required materials and Equipment
- Access to computer, laptop or device. Access to the internet.

### 2. QUALIFICATION COMPONENTS

- Core units (1):
- The core units of this qualification are compulsory for all learners:

1. BSBWHS302	Apply knowledge of WHS legislation in the workplace
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- Elective units (11):
- Elective units are determined following consultation with industry:

2. BSBADM311	Maintain business resources
3. BSBCUS301	Deliver and monitor a service to customers
4. BSBDIV301	Work effectively with diversity
5. BSBWOR301	Organise personal work priorities and development
6. BSBITU314	Design and produce spreadsheets
7. BSBITU313	Design and produce digital text documents
8. BSBCMM201	Communicate in the workplace
9. BSBSUS401	Implement and monitor environmentally sustainable work practices
10. BSBFLM312	Contribute to team effectiveness
11. BSBADM307	Organise schedules
12. BSBITU307	Develop keyboarding speed and accuracy

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- Packaging of electives:
- The organisation may vary elective units following consultation with local industry. Elective selection is on the basis of qualification packaging rules, current industry need and the organisation's capacity to deliver.

### ASSESSMENT

#### 3. DELIVERY ARRANGEMENTS

This course structure has been developed in response to the novel coronavirus pandemic (2020) to ensure learners fulfil their course objectives by completing the components that do not require them to be physically present at a training or workplace location at this time.

##### Course Duration

Maximum duration: 26 weeks

Online learning delivery package:

Component	Weekly	Total Course
Online workshops	Approximately 1 hour duration	26 hours
One-on-one training and assistance	45 min session scheduled with the trainer	19.5 hours
Trainer-directed home study	12 hours per Unit	156 hours
Research	4 hours per unit	52 hours

##### Mode of delivery

Course work (delivery online)

Simulation requirements will be met in the online learning environment by using live video.

#### 4. ASSESSMENT REQUIREMENTS

- Assessment tasks:
- Assessment is generally progressive with multiple assessment tasks to be completed for each unit of competency. Techniques may include direct performance observation, oral questioning, workbooks, practical tasks and simulations, interviews, third party reports and other techniques.

- Task submission:
- Assessment tasks must be submitted by the due date unless an extension has been granted. Students are entitled to two re-submissions per item following an initially inadequate assessment.

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### 5. RECOGNITION AND CREDIT

RPL application:

- If you believe you are able meet course requirements through workplace and other evidence in your possession, then contact your local college for further information about the RPL process. Note that RPL applications must be made at the time of enrolment after which you will be contacted by one of our assessors to discuss your application.

Credit transfers:

- You may already have acquired some of the units of competency in this qualification from an earlier course or from another Registered Training Organisation. If so, you can claim credit for these by providing original qualification transcripts or statements of attainment. These will be verified and copied as evidence of current competency. Note that you cannot receive credit for your whole programme of study – at least 20% must be achieved through assessment.

## INDUCTION AND SUPPORT

### 6. INDUCTION AND SUPPORT

Pre-enrolment:

- By completing pre-enrolment assessment prior to enrolling in this qualification, you will be assisting us to evaluate your suitability for the course and to tailor support services to meet your individual needs. A Student Support Officer will review this information and, if appropriate, contact you to discuss options to assist you to participate productively in the course.

Course induction:

- An induction session to be held at the outset of the course comprises an overview of the industry, including relevant legislation, and covers course content, delivery and assessment arrangements and the satisfaction of course requirements. A general orientation to college facilities, rules and safety procedures is also provided.
- Orientation to our online learning management system will also be provided by the trainer.

Individual support:

- Your trainer can provide email and telephone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

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### CERTIFICATION ARRANGEMENTS

#### 7. AWARDS ISSUANCE

- Course completion:
- A qualification testamur and transcript will be issued upon successful completion of the training programme provided that all administrative requirements have been met and course fees are paid in full. In these circumstances, certificates will be issued within 30 days of all course requirements being satisfactorily completed.
- Partial completion:
- Where a student does not complete all course components, a statement of attainment listing units achieved will be issued within 30 days of course completion as long as all outstanding fees have been paid.

### ENROLMENT INFORMATION

#### 8. ENROLMENT APPLICATION

- Application:
- Enrolment is contingent upon an application being accepted. Factors considered in the evaluation of enrolment applications include meeting programme entry requirements, eligibility for a training subsidy (where applicable), the outcome of screening processes (for example, police checks), past payment of fees and acceptance of the terms of enrolment.
- Unique student identifier (USI):
- It is a condition of enrolment in any accredited programme that you supply us with your unique student identifier (USI). If you don't already have one you can apply for one online at [www.usi.gov.au](http://www.usi.gov.au).
- Confirmation:
- Enrolment is confirmed upon payment of a deposit against the course fee. ACE will collect no more than \$1500 of the total fee on initial enrolment.

#### 9. FEES AND SUBSIDIES

- Full fee:
- \$3000
- Cardholder discount:
- Not applicable
- Additional charges:
- Not applicable

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NSW SUBSIDIES	
<u>Programme:</u>	<ul style="list-style-type: none"> <li>• <a href="#">Smart and Skilled</a> (NSW). Applicants eligible for enrolment under <i>Smart and Skilled</i> to note that this training is subsidised by the NSW government.</li> </ul>
<u>Eligibility criteria:</u>	<ul style="list-style-type: none"> <li>• You must be at least 15 years old and no longer at school</li> <li>• You must be living or working in NSW (or be an Aboriginal or Torres Strait Islander person living in specific NSW border areas)</li> <li>• You must be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen</li> </ul>
<u>Fees payable:</u>	<ul style="list-style-type: none"> <li>• \$1580 if you fulfil eligibility criteria</li> <li>• \$1320 if you fulfil eligibility criteria and this will be your first post-secondary qualification</li> <li>• \$240 if you fulfil eligibility criteria and receive an eligible benefit or are a dependent child, spouse or partner of a person receiving a specified Commonwealth Government welfare benefit or allowance</li> <li>• \$0 (fee exempt) if you identify as Aboriginal or Torres Strait Islander or are receiving a Disability Support Pension or are a dependent child, spouse or partner of a person receiving a Disability Support Pension</li> </ul>
<u>Refunds</u>	<ul style="list-style-type: none"> <li>• Where subsidised training is not completed, a proportion of the student fee – corresponding to the number of unfinished units – will be refunded upon written request. No refund is payable on units of competency successfully completed. Refund requests will generally be processed within 28 days.</li> </ul>
<u>Further details:</u>	<ul style="list-style-type: none"> <li>• Please note that fees may be further reduced for individual applicants in circumstances where credit transfers and RPL have been approved</li> </ul>

- About fees:
- The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the advertised duration of the course.

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### CANCELLATIONS AND REFUNDS

#### 10. CANCELLATIONS AND REFUNDS

- Course cancellation:
- Students are entitled to a full refund, without deduction, if a course is cancelled by us for any reason prior to its commencement.
- Student withdrawal:
- Fees paid will be refunded where written notice of withdrawal is provided at least five working days prior to course commencement. Note that \$50 will be deducted from the refund amount to cover administration costs. Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after commencement, are not entitled to a refund although a partial refund may be paid at the discretion of the local college manager where exceptional circumstances can be demonstrated. All such requests must be in writing.

### FURTHER INFORMATION

#### 11. ACE STUDENT HANDBOOK

- Student handbook:
- Our *Student Handbook* is available to all prospective students and may be obtained at or prior to enrolment from any of our colleges or downloaded from our website. The *Student Handbook* reflects our policies and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees and refunds, rules and regulations and a range of general information.
  - While our Student Handbook also contains the specific details of the complaints and appeals process, it can also be accessed on our website at <https://www.acecolleges.edu.au/students/>