

BSB30120

**CERTIFICATE III IN BUSINESS****TRAINING PROGRAM****VOCATIONAL  
RELEVANCE**

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

**Nationally recognised units of competency as listed below:**

1	BSBCRT311	Apply critical thinking skills in a team environment	Core
2	BSBPFE201	Support personal wellbeing in the workplace	Core
3	BSBSUS211	Participate in sustainable work practices	Core
4	BSBTWK301	Use inclusive work practices	Core
5	BSBWHS311	Assist with maintaining workplace safety	Core
6	BSBXCM301	Engage in workplace communication	Core
7	BSBPFE301	Organise personal work priorities	Elective
8	BSBTEC202	Use digital technologies to communicate in a work environment	Elective
9	BSBOPS304	Deliver and monitor a service to customers	Elective
10	BSBWRT311	Write simple documents	Elective
11	BSBXTW301	Work in a team	Elective
12	BSBLDR301	Support effective workplace relationships	Elective
13	BSBOPS305	Process customer complaints	Elective

## PROGRAMME DELIVERY



### CAMPUS

Available at Burleigh, Lismore and Murwillumbah campus.



### PROGRAMME DURATION

Expected duration: 12 months  
Nominal duration: 12 months



### COMMITMENT (HOURS)

Component	Weekly	Total Course
Trainer-directed home study	12 hours per unit	156 hours
Research	4 hours per unit	52 hours



### DELIVERY

Connected Learning.  
Course work (delivery online) and negotiated weekly mentoring sessions with your trainer.



### THIRD PARTY ARRANGEMENTS

ACE Community Colleges is responsible for the issue of all qualifications and statement of attainments.



### WORKPLACE AGREEMENTS

Not applicable.



### TRAINER ACCESS AND LEARNING 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.



### GENERAL SUPPORT SERVICES

Pre-admission surveys allow us to evaluate language, literacy and numeracy capabilities prior to enrolment. This is done with reference to the Australian Core Skills Framework, helping us to determine individual needs relative to the demands of the course and to estimate support requirements. Once enrolled, students can then access foundational support adapted to their individual needs and circumstances.

## ENROLMENT AND PARTICIPATION



### 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.



### ENTRY REQUIREMENTS

Not applicable.



### REQUIRED MATERIALS AND EQUIPMENT

Access to computer, laptop or device. Access to the internet.



### COMPLETION AND CERTIFICATION

A qualification testamur and transcript will be issued by ACE Community Colleges upon successful completion of course requirements, 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.



### PARTIAL COMPLETION

Where a student does not complete all components, a statement of attainment listing units successfully achieved will be issued by ACE Community Colleges within 30 days of course completion as long as all outstanding fees have been paid.

## FEES AND SUBSIDIES



### FULL COURSE FEE

\$3200



### CARDHOLDER DISCOUNT

Not applicable.



### SUBSIDIES AVAILABLE

Yes – see box below. Please refer to the relevant Subsidy Fact Sheet provided at enrolment for subsidised fees, eligibility criteria and more information.



### COURSE MATERIALS

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



### ADDITIONAL CHARGES

Not applicable.



Career Start (QLD). Applicants eligible for enrolment under Career Start to note that this training is funded by the Queensland Government.

Smart and Skilled (NSW). Applicants eligible for enrolment under *Smart and Skilled* to note that this training is subsidised by the New South Wales Government.

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## FURTHER INFORMATION



### 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, USI and a range of general information. While our Student Handbook also contains the specific details of our complaints and appeals process, it can also be accessed on our website at <https://www.acecolleges.edu.au/students/>



### CAMPUS CONTACT DETAILS FOR ENQUIRIES

BURLEIGH: 07 5520 3026 | [burleigh@acecolleges.edu.au](mailto:burleigh@acecolleges.edu.au)

MURWILLUMBAH: 02 6672 6005 | [mbah@acecolleges.edu.au](mailto:mbah@acecolleges.edu.au)

LISMORE: 02 6622 1903 | [lismore@acecolleges.edu.au](mailto:lismore@acecolleges.edu.au)