



**Community College Northern Inland Inc.**

**RTO: 90027**



**BSB30115 Information Pack**





## History of Community College-Northern Inland Inc.

Community College Northern Inland Inc., started out as Barraba Community Learning Association Inc., which was formed in 1981 after a public meeting in Barraba. People recognised that Adult and Community Education could fill an educational void in rural communities for adults. Since 1981 the College has grown with branches in Narrabri (1994) and Inverell (1996) and Warialda (2003) and Moree and Gunnedah (2007) and Bingara (2011). We now enrol over 2,500 students each year in a variety of programs, that include; both in vocational qualifications and leisure and hobby courses.

The college structure is as follows:

Head Office is located in Barraba

Each campus has a coordinator that will be happy to answer any of your questions relating to this qualification.

Training campuses are located in the following locations:

Barraba Campus at 92 Queen St Barraba NSW 2347

Phone: 02 67821 662      Email: [barraba@communitycollegeni.nsw.edu.au](mailto:barraba@communitycollegeni.nsw.edu.au)

Bingara Campus at 6 Riddell St Bingara NSW 2404

Phone: 026724 1965      Email: [bingara@communitycollegeni.nsw.edu.au](mailto:bingara@communitycollegeni.nsw.edu.au)

Gunnedah Campus at 39 Chandos St Gunnedah NSW 2380

Phone: 026742 5630      Email: [gunnedah@communitycollegeni.nsw.edu.au](mailto:gunnedah@communitycollegeni.nsw.edu.au)

Inverell Campus at 42-44 Campbell St Inverell NSW 2360

Phone: 026721 3656      Email: [inverell@communitycollegeni.nsw.edu.au](mailto:inverell@communitycollegeni.nsw.edu.au)

Moree Campus at 47 Frome St Moree NSW 2400

Phone: 026751 1430      Email: [moree@communitycollegeni.nsw.edu.au](mailto:moree@communitycollegeni.nsw.edu.au)

Narrabri Campus at Shop 3 100 Maitland St Narrabri NSW 2390

Phone: 026792 6196      Email: [narrabri@communitycollegeni.nsw.edu.au](mailto:narrabri@communitycollegeni.nsw.edu.au)

Warialda Campus at CTC Centre Hope St Warialda NSW 2402

Mobile: 0429 934 346      Email: [warialda@communitycollegeni.nsw.edu.au](mailto:warialda@communitycollegeni.nsw.edu.au)



## Community College-Northern Inland Inc. Trainer requirements:

Community College-Northern Inland Inc., ensures all of its trainers and assessors hold as a minimum:

- TAE40110 Certificate IV in Training and Assessment
- Hold the BSB30115 Certificate III in Business or its equivalent and/or higher qualifications
- Have worked as a Trainer/Assessor professionally within the last 2 years
- Have ongoing work within a Business with a minimum of 3 years' experience
- Have ongoing professional development within the Business Sector over the last 12 months
- Have undertaken professional development within the vocational education and training sector within the last 12 months

## Overview of BSB30115 Certificate III in Business

Students will learn the skills and training to utilise essential business technology and systems. This business program will give you an understanding of workplace procedures; including WHS processes, financial record keeping, monitoring and maintaining resource usage and skills to write business documents.

The short course - Introduction to Business Certificate III – BSB30115 includes three units from the qualification as follows;

BSBWHS302 Apply knowledge of WHS legislation in the workplace	Core	1
BSBCMM301 Process customer complaints	E	2
BSBCUS301 Deliver and monitor a service to customers	E	2

## Credit Transfer:

Students who have already successfully completed, or have Statement of Attainment for single units achieved that related to this qualification. Will have credit transfer/s applied to this qualification. A certified copy of your Statement of Attainment and/or Transcript of units completed will be required as evidence.

## Recognition of Prior Learning:

Students that have completed internal or external training may be able to have these skills acknowledged through recognition of prior learning. This request should take place at time of enrolment so students can receive the Recognition of prior learning (RPL) kit.



## Full Qualification Course Outline:

### Unit of Competency

	Group	Cluster
BSBWHS302 Apply knowledge of WHS legislation in the workplace	Core	1
BSBCMM301 Process customer complaints	E	2
BSBCUS301 Deliver and monitor a service to customers	E	2
BSBINN301 Promote innovation in a team environment	E	3
BSBFLM312 Contribute to team effectiveness	E	3
BSBDIV301 Work effectively with diversity	E	4
BSBFLM303 Contribute to effective workplace relationships	E	4
BSBWOR301 Organise personal work priorities and development	E	5
BSBFLM305 Support operational plan	E	6
BSBFLM309 Support continuous improvement systems and processes	E	6
BSBADM311 Maintain business resources	E	7
BSBPUR301 Purchase goods and services	E	7

Please note that these units are prescribed due to the availability on the courseware online system "The Learning Vault"

### Course Delivery:

This qualification may include:

- face to face training sessions
- on-line activities
- directed self-paced learning activities
- written knowledge assessments
- research projects

This qualification can be delivered via:

- 1 day per week during school terms, or
- 2 evenings per week from 6pm-9pm, or
- On-line with scheduled compulsory work shops
- And/or a combination of all of the above.



## **Time Frame:**

This qualification can be completed within 6 months but has a recommended completion timeframe of 1 to 2 years. Shorter completion times may occur if you have previously completed some of the units.

## **Course Resources:**

All Community College-Northern Inland Inc. students will be provided with the following as part of the course fee:

- Access to the online course.
- Learner guides relating to the qualification
- Access to college computers (these must be booked through the campus coordinator)
- Additional handouts relating to the current unit (these can include power point etc)

## **Course Fees:**

The fee for this course is regulated by the State Government and each student's fee is calculated on their personal circumstances.

## **Smart and Skilled Eligibility:**

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?

**If you answered 'Yes' to all four (4) questions, then you're eligible to enrol in a government-subsidised course with an approved Smart and Skilled training provider.**

Your eligibility for a government-subsidised Smart and Skilled course no longer depends on your previous qualifications:

From 2016, all students, regardless of the level of any previous qualifications held, are able to access subsidised Smart and Skilled training up to a Certificate III level. This means that even if you have a higher level qualification you may still be eligible to re-train to enter (or re-enter) the workforce.

You can also enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses.

**Previous qualifications do not affect eligibility, but may affect the student fee.**



### **Other eligibility conditions:**

Your eligibility is not affected if you have completed a vocational education and training (VET) course, including a school-based apprenticeship or traineeship, as part of your high school education.

There are also some exceptions to the eligibility conditions described above, such as for Aboriginal people who live in specific, defined areas outside the NSW border.

### **Student Support Services:**

Students can access a range of supports at Community College Northern Inland Inc. to assist with personal and study related issues including counselling, study skills and careers advice. Students may be required to provide suitable evidence of the nature and extent of their disability so that the appropriate support provisions may be negotiated.

### **Payment of Course Fees:**

Course fees are due prior to course commencement. For courses costing more than \$1500, a deposit to the maximum of \$1500 only will be accepted, once the course has started then the remaining course fee will be invoiced or can be paid.

CCNI acknowledges some course fees are significant and a payment plan can be set up or other arrangement can be made, with a \$500 deposit upfront to confirm/secure a place in the course and to ensure no student is disadvantaged or discriminated against. The payment plan can be flexible to fit in with when you are paid – weekly, fortnightly or monthly via EziDebit or invoice/direct deposit. If there are any issues during the repayment period contact staff at your campus immediately.

If fees are to be paid by an employer/agency, a purchase order number, business name, address and email is required at the time of enrolment of the student for invoicing to be completed and sent for payment prior to the course.

If the student has outstanding payments at the completion of the course, they will not be entitled to enrol in another course and the Certificate or Statement of Attainment will be held by CCNI until the debt is paid in full.

### **Course Refund Policy:**

If CCNI cancels a course for any reason, full course fee will be refunded via the Student Refund/Withdrawal Form.

A \$50 administration fee will be incurred if a student cancels their enrolment 5 business days prior to the course running.

If there is unique or extenuating circumstances which prevent attendance, the case will be assessed on an individual basis with approval from the Executive Officer.

When a course has been paid for by an employee/job agency, the refund will be returned or a credit note can be issued depending on the business requirements.



If a student withdraws from a Certificate course, a student refund/withdrawal form must be completed. Partial refund may occur depending on the length of the course, number of subjects completed, resources used and the fees received. The final decision will be made in consultation with the Executive Officer.

### **What you need to do next:**

Once you have decided if this qualification is for you; the following steps are required:

- Enrol online or attend the college campus of your choice and complete the Enrolment Form and Smart and Skilled + CSO Declaration Form (if required)
- Attend an orientation 'taster program' or information session.

### **Frequently asked Questions:**

#### **What do course fees cover?**

Course fees cover tuition, materials (learning guides and handouts) use of amenities, work placement assessment.

#### **Do I have to pay my course fee at once?**

No, you can pay a deposit and then regular payments through the college direct debit process. The campus coordinator will provide you with the Ezi-debit agreement.

#### **Do I need to attend all scheduled classes?**

It is recommended that you attend all face to face sessions, and/or programmed workshops to ensure you are receiving opportunities to gain interaction with fellow students. These sessions may include guest speakers from your relevant industry.

#### **Why is self-directed learning included in the course?**

Self-directed learning is included to allow you to develop additional learning strategies; this may include internet research, projects and time management skills. These skills form part of the employability skills required for your industry.