# BSB30120
# Certificate III in Business

For more information please contact TLKCC on **4353 0017**
or browse TLKCC's web page at  **www.tlkcc.com.au**

Enrol now!

**Office Hours: 8.30am to 5pm Monday to Friday**

## Building your career foundation...

**Content:** acquire the skills and knowledge needed to work in different business sectors, such as dealing with customers and clients, writing and organisational skills for work and using a range of business equipment, procedures and technology.

**Job roles:** the Certificate III in Business is relevant to a range of job roles and titles which may include:

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| • Customer service advisor | • Junior personal assistant | • Payroll officer |
| • Data entry operator | • Keyboard operator | • Receptionist/typist |
| • General clerk | • Office administrator | • Word processing operator |

**Course duration:** the duration of the course depends greatly on the student. However, students generally have up to 12 months to complete the qualification part-time via an individual training plan.

**Delivery modes and how you will learn:** available by face to face or by distance learning (face to face classes are subject to sufficient student numbers), you will learn through discussion, problem solving, completing assignments and in preparing for assessment. This involves learning activities with discussion and problem solving, including in-class projects. Following this, you will also prepare and submit written assignments, as well as demonstrate your knowledge and skills that are either in, or replicate, workplace conditions.

**Assessment:** students are provided with a full set of workbooks for use throughout the program with clear instructions on required assessments. You will prepare and submit written assignments and relevant portfolios, as well as demonstrate your knowledge and skills that are either in, or replicate, workplace conditions, combined with the components designed to complement the learning outcomes described in the competencies. As a general indication students are required to undertake a minimum of three (3) assessments per unit of competency. The assessment appeal process is detailed in the student handbook.

**Pre-requisites:** there are no pre-requisites or selection criteria for this qualification. The content requires Year 10 or higher literacy and numeracy. If under 18 your enrolment form must be signed by a parent or guardian. You may be required to undertake a language, literacy, numeracy and digital skills review prior to course enrolment.

**Pathways information:** Pathways from the qualification (after successful completion) are the BSB40120 Certificate IV in Business or other Certificate IV qualifications.

**Recognition of prior learning and credit transfer:** you may be able to shorten the length of your course by measuring skills acquired through work, life experiences or qualifications obtained from formal studies or training. Accredited qualifications and statements of attainment issued by another registered training organisation are recognised. Please see the Student Handbook for more information.

**Student support:** if you feel you need to speak to someone about individual needs for learning or study pathways, please contact the College. More details are provided in the student handbook.

**Induction and attendance:** you will receive induction as appropriate to your course. Students enrolled in face-to-face courses are required to attend the scheduled course training days. Refer to the College's student handbook for further information.

**Employability skills:** in addition to achieving competency in the units of study, employability skills are developed and demonstrated by graduates in: communication, teamwork, problem-solving, initiative and enterprise, planning and organising, self-management, learning and technology.

**Unique Student Identifier (USI) Number:** students enrolled in nationally recognised training are required to provide the College with a USI number. If you do not have a USI, the College can assist you in obtaining one. Further information regarding USIs can be found at: http://www.usi.gov.au

**Sample Program:**



| BSB30120 – Certificate III in Business | | | | |
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| 13 Units of competency | Code | Title | Number of Assessments | Nominal Hours |
| **Core** | BSBCRT311 | Apply critical thinking skills in a team environment | 3 | 40 |
| | BSBPEF201 | Support personal wellbeing in the workplace | 3 | 50 |
| | BSBSUS211 | Participate in sustainable work practices | 3 | 20 |
| | BSBTWK301 | Use inclusive work practices | 3 | 30 |
| | BSBWHS311 | Assist with maintaining workplace safety | 3 | 40 |
| | BSBXCM301 | Engage in workplace communication | 3 | 40 |
| **Electives** | BSBTEC201 | Use business software applications | 3 | 60 |
| | BSBWRT311 | Write simple documents | 3 | 30 |
| | BSBPEF301 | Organise personal work priorities | 3 | 30 |
| | BSBTEC301 | Design and produce business documents | 3 | 80 |
| | BSBOPS304 | Deliver and monitor a service to customers | 3 | 35 |
| | BSBOPS305 | Process customer complaints | 3 | 30 |
| | BSBXTW301 | Work in a team | 3 | 40 |
| | | Totals | 36 | 525 |
| **Notes** | • The number of assessments may vary from time to time. Each unit of competency is assessed in a variety of ways, during which students must demonstrate they hold the required skills and knowledge and care capable of performing specified tasks to an acceptable level.<br>• Nominal hours includes face-to-face or distance study plus out of class assignments and projects. | | | |

**Fees:** this course may be fully or partially subsidised by the NSW Government for eligible participants. Enrolment as a full fee paying student is also available. Please contact the College for fee information and eligibility. All fees are advised in advance and are subject to student acknowledgement to confirm enrolment. Payments may be accepted by credit card, cheque, cash, direct debit or EFTPOS. Organisations may pay course fees on behalf of a student by way of purchase order.

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**Materials and resources:** unless otherwise stated, fees are inclusive of training and assessment fees, learning resources (workbooks), registration and attendance.

**Course dates:** contact the College for the current class time table or browse at www.tlkcc.com.au.

**How to enrol:** enrolment may be made online at www.tlkcc.com.au for full fee paying students or via completion and submission of an Enrolment Form available from College reception or at www.tlkcc.com.au. Participants seeking to enrol in training subsidised by the NSW Government (e.g. Smart and Skilled subsidised training) should contact the College to discuss pre-enrolment eligibility and requirements. Enrolment is required to advise all details necessary to register as a student. All questions should be answered and the student's signature is required or, if enrolling online, acknowledgement and acceptance of 'Essential Information' conditions is necessary as a student selection option. Enrolment may be subject to suitability assessment and confirmation of enrolment is provided when successful. Students should check the spelling of their name on the confirmation as this is the name that will appear on their certificate. Photo identification will be required. Please advise the College of any changes to your name or contact details.

**Student handbook:** potential students should refer to the College's student handbook, available online at www.tlkcc.com.au or from reception, prior to enrolment to ensure an informed decision can be made to study with the College. The student handbook provides further pre-enrolment information, including the following:

- Information about the College
- College contact information
- College code of practice
- Enrolment procedure
- Apprenticeships and Traineeships
- Language, literacy, numeracy and digital skills support

- Student support
- Access and equity
- Learning and assessment
- Credit transfer (CT)
- Recognition of prior learning (RPL)
- Work, health and safety

- Discrimination, bullying and harassment
- Complaints and appeals
- Student rules, attendance and behaviour
- Issuing of qualifications
- Privacy and access to student records

**If you need further information please call the College on 4353 0017 or**

**visit www.tlkcc.com.au**