



# Certificate III in Business

(BSB30120)

This program is an excellent course for anyone wishing to work in an office environment. Study at your own pace with this online option that will open doors to many industry areas.

**ENROL ANY DAY OF THE YEAR – START LEARNING TODAY!**

**Subjects** (12 units of competency to gain your qualification)

**Core Unit**

- BSBCRT311 Apply critical thinking skills in a team environment
- BSBPEF201 Support personal wellbeing in the workplace
- BSBSUS211 Participate in sustainable work practices
- BSBTWK301 Use inclusive work practices
- BSBWHS311 Assist with maintaining workplace safety
- BSBXCM301 Engage in workplace communication

**Elective Units**

- BSBPEF301 Organise personal work priorities
- BSBOPS304 Deliver and monitor a service to customers
- BSBOPS305 Process customer complaints
- SIRXMKT001 Support marketing and promotional activities
- SIRXPDK001 Advise on products and services
- BSBTEC301 Design and produce business documents
- BSBTEC303 Create electronic presentations

### **About your Trainer**

1 Education offers training delivered by industry experts. Your trainer for this program will have extensive experience in a business environment as well as substantial skills and experience as a Trainer.

### **Qualification and Accreditation Outcomes**

On successful completion of this program you will be awarded a nationally recognised qualification 'Certificate III in Business' (BSB30120), issued by 1 Education (RTO #6639).

Graduates of this program will be job ready and will be well prepared to break into a variety of industries in a business / administrative capacity.

### **Potential Job Outcomes**

This qualification aligns easily to MANY industries. Almost every business requires administrative support and this qualification produces graduates with skills that can be applied immediately in any of those areas.

Typical jobs might be:

- Administrative Officer
- Personal Assistant
- Junior Projects Officer
- Accounts Officer
- Payroll Officer
- Customer Service Officer
- Data / Reporting Office

It is a good idea to consider your preferences prior to your subject selection.

### **Course Format and Mode of Delivery**

During this program you will develop a variety of useful skills across several areas such as workplace health and safety, maintaining the operational resources needed to run a business, dealing with customers, working effectively with a variety of people and personalities, managing information, innovative thinking, writing effectively for business, the strategy and processes for effective purchasing, time management, and how to plan and prioritise your own professional development in line with organisational and career goals.

You will be given 24 hours / 7 days per week access to our online learning management system (Cloud Assess), and classes will be held every 3 weeks via Zoom, in addition as well as on call assistance via direct contact with your assigned Trainer. Two x 1 day practical workshops will also be held face to face.

### **Location**

This program is offered online, in addition to two 1 day workshops for practical group assessments.

### **Entry Requirements / Minimum Age:**

There are no specific entry requirements for this course, however, as a guide you should have successfully completed year 10 (or equivalent) with a satisfactory result in English or have relevant experience and/or qualifications that indicate your ability to complete the course. You must be at least 16 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

### **Course Duration:**

As this is an independent, online program, you can set your own pace, but as a general guide, if you are able to commit 10 hours per week you could complete the entire course within 39 weeks. Students may complete at a faster pace.

On enrolment, you will receive a tailor-made, individual learning plan to reflect your preferred course duration.

### **General (Minimum) Computer Specifications Needed:**

Microsoft Office 2010 (Recommended)

Adobe Reader 2017 or equivalent

Adobe Flash Player 10 or higher

Printer/Scanner

2GB Ram minimum (4GB recommended)

#### **Microsoft Windows user:**

Microsoft Windows 10 (Recommended)

#### **Apple Mac User:**

OS X 10.11 (Recommended)

### **You will need basic computer skills including the ability to:**

You will need internet connection, and some assessments will require Microsoft Excel and Word software to complete the tasks. Some formatting ability and a basic level of these programs is required.

- Create, save and edit Microsoft office documents (including Word, Excel)
- Access and search the Internet
- Download and save documents from websites
- Upload files and images onto the Learning Management System
- Access Dropbox links (depending on subject selection)

### **Recognition of Prior Learning and Credit Transfer**

All 1 Education students are provided with an opportunity to claim any advanced credit for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment can be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold the exact units of competency or an approved equivalent unit of competency to any of the units contained in your course then you will be given credit for that unit under national mutual recognition guidelines. This is called a Credit Transfer and any credit transfer issued may reduce the overall cost of your course.

## Support Services

Your Trainer will remain on-call throughout your studies and you will also receive scheduled contacts from your Trainer to talk through course content and assessments, and any issues you might be having.

The 1 Education administration team will also remain available to assist you with any non-educational issues not relating specifically to your course content, or in cases where an issue cannot be resolved between you and your Trainer.

Please remember that a detailed step-by-step guide for raising complaints and appealing an assessment decision, has been provided in the 1 Education Student Handbook, made available to you via the 1 Education website.

## Language, Literacy and Numeracy:

We understand some people require more time than others to complete reading, writing and numeracy tasks. To ensure we have an accurate understanding of your support needs, we require you to complete a short LLN needs assessment during your enrolment process. We will then discuss any additional support or course modifications that might be required, if and as needed.

Further details can be found in the 1 Education Student Handbook or alternatively, contact us for more information.

## Course Fees and Availability of Course Subsidies:

This program does attract some government funding assistance for eligible Queensland-based students via the Certificate 3 Guarantee program, provided by Queensland Government.

Eligibility criteria for each student is as follows – the candidate must:

- not hold, or be already undertaking, a Certificate III or higher level qualification; (any Certificate III or higher level qualifications completed whilst at school ARE allowed and will not exclude you from accessing this funding);
- be 15 years of age or older and have finished secondary school or left school;
- be a Queensland resident;
- Be an Australian citizen or permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen).
- Please see the Student Handbook for more information.
- Course fees vary between students, depending on whether any government subsidies are available. All fees will be clearly declared on your student enrolment form or contact 1 Education for current pricing and are also listed below:

### Fee for Service (not funded by Qld government) Student Price:

- \$1,950.00

### Certificate 3 Guarantee (C3G) Prices:

- \$65.00 – Concessional Price (must have health / concession card) – that’s only \$5 per subject whilst government subsidies remain;
- \$130.00 – Non-concessional Price: that’s only \$10 per subject whilst government subsidies remain!

| Subject   | Non-Concessional Price | Concessional Price |
|---|------------------------|--------------------|
| BSBCRT11 Apply critical thinking skills in a team environment | \$10.00                | \$5.00             |
| BSBPEF201 Support personal wellbeing in the workplace         | \$10.00                | \$5.00             |
| BSBSUS211 Participate in sustainable work practices           | \$10.00                | \$5.00             |
| BSBTWK301 Use inclusive work practices                        | \$10.00                | \$5.00             |
| BSBWHS311 Assist with maintaining workplace safety            | \$10.00                | \$5.00             |
| BSBXCM301 Engage in workplace communication                   | \$10.00                | \$5.00             |
| BSBPEF301 Organise personal work priorities                   | \$10.00                | \$5.00             |
| BSBOPS304 Deliver and monitor a service to customers          | \$10.00                | \$5.00             |
| BSBOPS305 Process customer complaints                         | \$10.00                | \$5.00             |
| SIRXMKT001 Support marketing and promotional activities       | \$10.00                | \$5.00             |
| SIRXPDK001 Advise on products and services                    | \$10.00                | \$5.00             |
| BSBTEC301 Design and produce business documents               | \$10.00                | \$5.00             |
| BSBTEC303 Create electronic presentations                     | \$10.00                | \$5.00             |

### Payment Options:

Students will be given the option to make payment via the following methods:

- Cash or
- Direct Credit Bank Transfer

Convenient payment plan options may also be available on request for full fee for service paying students.

### Study Pathway:

Whilst there are lower level qualifications that might be useful for some students to complete prior to commencing the Certificate III, the majority of students will choose to enter directly into the Certificate III in Business. Some students also enrolment in some or all subjects in the Certificate II in Skills for Work and Vocational Pathways (FSK20119).

If you are uncertain about your readiness to study the program please talk with one of our friendly staff members and we can guide you on the best pathway for you.

Once you have graduated with your Certificate III in Business, there are additional optional qualifications to pursue, to build on your skills and knowledge. You may decide to enrol into the Certificate IV in Leadership and Management, or perhaps move directly to a Diploma of Leadership and Management.

Your Trainer will be happy to discuss these options during your Certificate III studies.

## Course Survey

All 1 Education students are required to complete a survey at the completion of their program to enable us to improve the experience for future students. We thank you in advance for your contributions.

## More Information

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - <http://www.1education.com.au/>

Students are also encouraged to access the Certificate 3 Guarantee Student Fact Sheet via the 1 Education or website or the following link prior to their enrolment:

[https://desbt.qld.gov.au/data/assets/pdf\\_file/0018/8145/c3g-factsheet-student.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf)

## Contact Details

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Internet: <http://www.1education.com.au/>