

Program Outline



FORMATION
TRAINING

BSB30115
Certificate III in Business

Thank you for your interest in the **BSB30115 Certificate III in Business!**

This program outline is designed to provide you with detailed course information to support making a decision about whether this course is the most suitable and appropriate for your career goals and individual needs.

Course Details

- *Code name:* Certificate III in Business
- *Course code:* BSB30115
- *Release Number:* 4
- *Currency:* Current

This nationally recognised qualification is the perfect starting point for people wanting to work in an entry level business role.

Students gain skills and knowledge required for a variety of roles across different industry sectors, learning to apply a broad range of competencies using some discretion, judgement and relevant theoretical knowledge.

Target Students

Formation Training key student target groups for this course are:

- New and existing workers in business related roles across a wide variety of industry sectors; and
- Individuals seeking employment in entry level business related roles.

Students may undertake the course under traineeship arrangements.

Location

Delivery in all student modes for this course is managed from Formation Training's main office located at:

Unit 1, 75 Flinders Parade, North Lakes QLD 4509.

Workplace supported students, such as those on traineeships or work placements, will have a component or all of the course delivery onsite. Blended delivery modes with online course resources are also available.

Course Duration & Timelines

The course can be delivered over a range of course durations, depending on the needs and characteristics of the student and their employer where relevant.

- The standard course duration is 6 months.
- For students under traineeship arrangements, the standard full time traineeship duration is 12 months.

Students may complete the program earlier than these timelines through achievement of RPL or credit transfer.

Specific Industry / Stakeholder Needs

Depending on the industry area where course delivery occurs, Formation Training will customise delivery activities for workplaces to support industry licensing requirements or the specific employer needs for employees undertaking the course.

Students should note that this course and related occupations require a reasonable level of English as it is important that graduates are able to communicate effectively in Australian workplaces. As such, minimum entry requirements for English ability have been specified.

Course Organisation & Delivery Modes

The course units of competency can be studied in any order, with exact program schedules negotiated with individual students and their employer where relevant and documented in the individual students' Training Plan.

The Formation Training team will assist in recommending a study pathway providing a logical program structure for students undertaking learning and assessment tasks. This negotiated pathway allows students to align the learning program to their individual and organisational needs.

The Certificate III in Business is available via the following study modes:

- Employer onsite – workplace supported, including traineeship arrangements;
- Workshop mode at Formation Training premises; and
- Flexible delivery via online and blended delivery strategies.

Students should expect to undertake on average 40 hours study per unit (20 hours per week on a full time study load) for the duration of the course. These hours includes all training, study and assessment activities during the course.

Student engaged via traineeships arrangements should expect to spend approximately 3 hours per week full time (1.5 hours per week part time) during work hours.

Students may also engage with Formation Training personnel for workshop delivery, while workplace onsite students should expect approximately 1-2 hours per month (on-the-job) in individual coaching sessions (up to 24 hours over the duration of the program). All sessions are provided at times and locations negotiated.

Pathways for Students

Training Pathways

Students completing the course may move through a career pathway to Certificate IV or Diploma qualifications in business related fields. This may include generic, technical or supervisory course streams.

These qualifications represent a logical pathway regardless of whether Formation Training offers the qualifications.

Employment Pathways

After completing this course, students can pursue a career in a wide variety of occupations across industry sectors, including roles such as:

- Receptionist;
- Administrator;
- Customer Service Officer
- Data Entry Operator;
- Information Officer; and
- Word Processing Operator.

Course Requirements

The BSB30115 Certificate III in Business requires 12 units to be completed:

- 1 core unit; plus
- 11 elective units, of which all of the elective units listed below must be completed, as Formation Training is offering a set course program.

Core unit(s)

- BSBWHS302 Apply knowledge of WHS legislation in the workplace

Elective unit(s)

- BSBCUS301 Deliver and monitor a service to customers
- BSBDIV301 Work effectively with diversity
- BSBWOR301 Organise personal work priorities and development
- BSBWRT301 Write simple documents
- BSBADM307 Organise Schedules
- BSBPRO301 Recommend products and services
- BSBCMM201 Communication in the workplace
- BSBCMM301 Process Customer Complaints
- BSBHRM405 Support the recruitment, selection, and induction of staff
- BSBMGT402 Implement Operational Plan
- BSBINN301 Promote innovation in a team environment

The course unit selection represents a reduced suite of elective unit options that have been selected and approved for delivery by Formation Training – this may not include the full elective unit suite of options available under the national qualification packaging rules.

Course Nominal Hours

Total course nominal hours, depending on the state jurisdiction of delivery and elective units selected, are in the range of **450 hours**.

Nominal hours are an allocation to describe how long a student who does not hold any of the competencies identified in the relevant units of competency would take to develop all the required skills and knowledge. This nominal duration includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities.

The amount of training provided by Formation Training is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

Course Entry Requirements

Nil mandatory requirements specified.

Formation Training Course Admission Requirements

Student must:

- Be at least 15 years of age;
- Have completed Year 10 in the Australian school system or equivalent; and
- Have language, literacy and numeracy skills equivalent to ASCF Level 2.

If studying via flexible delivery mode, students must also:

- Have sufficient computer skills to undertake online study; and
- Have access to a computer, laptop or tablet device with an internet connection.

Language literacy and numeracy assessment (LLN)

To work in a business environment, students must demonstrate suitable LLN skills which are assessed when applying for enrolment. The assessment relates to the Australian Core Skills Framework (ACSF) and is a required part of applying for enrolment.

Please refer to the Formation Training *Student Handbook – Student Entry Procedure* for further information.

Formation Training's selection criteria takes into account various factors when deciding upon which students will be offered places in the course including;

- The students' needs and desired outcomes;
- The ability and commitment of the student to complete the course;
- Eligibility requirements listed in the national Training Package;
- Students existing ability in the ACSF core skills - learning, reading, writing, oral communication and numeracy;
- Any areas where students may need additional support (e.g. if they have low English levels) and to identify whether students' physical attributes may influence their ability to complete the training and assessment (e.g. if heavy lifting is required).

Student Identification Requirements

Students are advised the minimum identification requirements must be met prior to enrolment:

- Provision of the student's Unique Student Identifier (USI);
- Provision of Australian legal photo identification for assessment purposes.

If students do not have a USI they can create one at www.usi.gov.au or ask Formation Training for assistance. Please refer to Formation Training's *Student Handbook* for further information.

Third Party Arrangements

No third party arrangements are relevant to this course program.

Work Placement Arrangements

No mandatory work placements are relevant to this course, although Formation Training recommends all students engage in work placement of a minimum of 120 hours duration in cases where the course is not being undertaken as part of a workplace supported program.

Formation Training is able to assist individual students to locate a work placement, and will work with each student and their placement employer in confirming the duration, schedule applicable and what outcomes are expected of the work placement.

Licensing Requirements

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Student Resources, Texts, Materials & Equipment Requirements

IT Requirements

Where students are engaged in flexible delivery modes using online course resources, the following IT technical requirements are required:

Computer

Any current or 2-3 years old computer would generally be suitable. Course resources are provided within a web based system and doesn't use much local computer power.

A minimum screen resolution recommended is **1200 x 800**. Students may also need audio support in their computer to listen to the voiceover and sounds in the learning courses.

Browser

We officially support major browser versions released in the past 3 - 4 years, including Microsoft Internet Explorer 8 and 9+, Mozilla Firefox 6+, and Google Chrome 30+.

The system is optimised for and we recommend the latest and previous versions of Internet Explorer / Firefox / Chrome.

Other browsers are not officially supported, but you still can use them to access most functions, though with a slightly different look.

In your browser setup, please enable JavaScript and accept cookies from our site, as they are required by the system.

Microsoft Internet Explorer 8

Microsoft has dropped support for Windows XP and its Internet Explorer 8. We are still supporting Microsoft Internet Explorer 8. However, we highly recommend an upgrade, as we would drop Internet Explorer 8 support in the near future.

Plug-ins

Adobe Flash Player 9 is required.

Network connection

Minimum 512 kbps connection is required.

Firewall

Some courses have been created using video and audio streaming content. Your firewall needs to be set up to enable this. However, some organisations do not allow streaming content to be accessed within the workplace. Please consult with your System Administrator.

At work

It is recommended that a staged approach to accessing the online training is implemented. The performance varies depending on the company bandwidth and usage of other applications. Accessing rich media content requires more bandwidth and therefore it is important to be aware that performance may be affected if large numbers of staff access the system at the same time. We recommend the number of simultaneous users is relative to your bandwidth. The system can handle much larger numbers however your company's infrastructure and other traffic on your network may impact the user experience.

Other Resources

No other resources or equipment is required to be provided by the student – all other resource needs for this course are provided to students by Formation Training.

Fees

Course tuition and related fees may vary depending on unit selections and individual student preferences.

Please refer to Formation Training's Schedule of Tuition Fees for further information and to determine the Indicative course fees for your course engagement:

www.formationtraining.edu.au/students/

Government Support Programs

Australian Apprenticeships (Traineeships)

Students enrolling into course studies supported by their employer may consider an Australian Apprenticeship. Australian Apprenticeships offer opportunities for students to study and earn an income at the same time. Various government support or incentives for the student and/or their employer may be available through this pathway. For further information visit:

www.australianapprenticeships.gov.au/australian-apprentices or speak with a Formation Training representative.

Certificate 3 Guarantee

This course is available through the Certificate 3 Guarantee for eligible Queensland students, funded by the Queensland Government.

The principal ambition of the Certificate 3 Guarantee is to assist working-age Queenslanders to obtain an entry-level qualification needed to gain employment in various industry sectors. The Certificate 3 Guarantee aims to support its eligible individuals to move into employment or advance their career by completing a funded qualification.

Formation Training are one of the select providers in Queensland to help in turning this ambition into a reality. For further information or to consider your eligibility, visit:

<https://training.qld.gov.au/training/incentives/certificate3/faq>

Support Services

Formation Training's *Training Plan* is completed with all students prior to enrolment to identify any individual need, resource requirements, delivery unit schedule and support options.

Students are asked to identify their individual needs, but are sometimes reluctant to do so. Formation Training personnel monitor the progress of all students and their readiness for assessment as they progress through their course.

Delivery materials and methods may be adapted for the special needs of clients. Some examples may include enlarging print materials for vision requirements, provision of ICT equipment and support, accessing interpreter services or using individual delivery methods. A range of support services, including LL&N training, may be accessed as required for student needs.

Information about educational and support services available to students and any cost associated with them Any limitations regarding access to educational and support services and resources

Assessment Arrangements

A range of assessment environments are involved in the assessment of student's competency. Workplace and case study projects are employed for summative assessment, where workplace application of all competencies can be observed by the Formation Training Assessor. For on-the-job assessment observations, the Assessor organises to visit the student on-site at a mutually convenient time.

For particular pathways where relevant, such as 'assessment only' pathways, outline the assessment methods, timing and resources. Information should also cover how issues will be addressed (for example, what options are available if a student does not achieve the competency requirements).

At all times, the assessment approaches planned will be compliant with Formation Training's Assessment Policy, and when implemented will meet the Code of Conduct requirements. All assessment approaches used are compliant with the requirements of the Assessment Guidelines from the national Training Package or accredited course curriculum.

For each unit of competency (and each element within the unit), a range of evidence will be collected.

Resources are often specified that must be used in assessment at a unit of competency level. All specific resources for each unit of competency are listed within Formation Training's Assessment Resource for each unit. Information within each unit resource includes:

- Specific assessment resources required;
- Assessment methods available to be used;
- Plan for and timing of assessment; and
- Any adjustments that may be needed to cater for different student characteristics.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition documentation and applications is available for all units of competency for those students who have extensive experience in the unit areas. RPL applications will be offered and processed as per Formation Training's Student Advice and Selection Policy.

Formation Training recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). Students may use Qualifications and Statements of Attainment to gain credit towards programs offered by Formation Training.

Please refer to Formation Training's *Student Handbook* for further information.

Reasonable Adjustment

There may be times and situations in which a student may require 'reasonable adjustment' of the training and assessment methods implemented by Formation Training to meet their specific individual needs. These individual student needs may include (but not limited to):

- Disability;
- Temporary or permanent injury (i.e. back injury, broken leg/arm); or
- Sight or hearing impairments.

Reasonable adjustments to the way in which evidence of performance is gathered (e.g. in terms of the information to be provided to the candidate and the type of evidence to be collected from the candidate) can only occur where the adjustments do not alter the expected performance standards for learning and assessment.

The reasonable adjustments to the training and assessment process may include a variety of modifications to the methods of delivery and assessment to assist the student undertake the course. The adjustments may include actions such as:

- Assistance in the form of the training location to allow easier access
- Accessing relevant equipment or aids to assist the student adjustments to the assessment methods to cater for any special needs (without effecting the integrity of the outcome)

Course Specific Withdrawal Information

No specific withdrawal requirements are relevant for this course.

For general information about the grounds on which the student's enrolment may be deferred, suspended or cancelled, please refer to Formation Training's *Student Handbook*.

Unit Outlines

BSBCMM301 Process customer complaints

This unit covers skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

BSBCMM201 Communication in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence. It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context under direct supervision or with limited individual responsibility.

BSBHRM405 Support the recruitment, selection, and induction of staff

This unit describes the skills and knowledge required to execute tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions

BSBMGT402 Implement Operational plan

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

BSBCUS301 Deliver and monitor a service to customers

This unit covers skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

BSBDIV301 Work effectively with diversity

This unit covers skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

BSBADM307 Organise Schedules

This unit describes the skills and knowledge required to take shorthand from a dictation source at 60 words (or more) per minute, in accordance with the current Australian Standard for shorthand speed, and to produce an accurate text from the notes.

BSBPRO301 Recommend products and services

This unit describes the skills and knowledge required to take shorthand from a dictation source at 60 words (or more) per minute, in accordance with the current Australian Standard for shorthand speed, and to produce an accurate text from the notes.

BSBWRT301 Write simple documents

This unit describes the skills and knowledge required to plan, draft and finalise a basic document.

It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation. This unit covers skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.

BSBWHS302 Apply knowledge of WHS legislation in the workplace

This unit covers skills and knowledge required to understand and comply with Work Health and Safety (WHS) Acts, regulations and codes of practice in the workplace.

BSBWOR301 Organise personal work priorities and development

This unit covers skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

BSBINN301 Promote innovation in a team environment

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team. It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

Next Steps!

Thank you again for your interest in this course program. Please contact Formation Training's Student Support team on 1300 889 134 or info@formationtraining.edu.au to commence the application process!



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