



Become an asset to any workplace and gain skills to provide exceptional customer service, work effectively with diversity, write business documents and use a range of computer software.

The BSB30120 Certificate III in Business reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Relevant Job Roles:

- Customer service adviser
- Data entry operator
- General clerk
- Payroll officer
- Typist
- Word processing operator

DISTANCE LEARNING

Distance learning students can choose their electives and timeframe in line with the qualification rules for completion of training. Timeframes will be negotiated with the trainer, but the Australian Qualification Framework (AQF) suggests that a student should complete this qualification between six months to two years. A My Qualification Plan (MQP) and Training Plan (TP) will be put in place to assist students through the learning program.

FLEXIBLE DELIVERY MODES

Alana Kaye provides a number of options for flexible delivery of qualifications. These include a variety of different methods of training such as face-to-face workshops, distance learning, Recognition of Prior Learning (RPL) or mixed delivery. Selection of elective units can also be tailored to individual requirements following discussions with the Alana Kaye team and in line with the packaging rules.

FACE-TO-FACE SCHEDULE

For scheduled course dates, please contact Alana Kaye on: 1300 25 26 25 or email training@alanakaye.edu.au

ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, students will need appropriate language, literacy and numeracy skills to complete the training and assessment requirements.

PATHWAYS

Students may enter directly into the BSB30120 Certificate III in Business. Graduates may study BSB40120 Certificate IV in Business or higher-level qualifications.

RECOGNITION OF PRIOR LEARNING (RPL)

You can apply for RPL if you have the knowledge and skills gained through work, formal study, volunteering, informal or formal training, social activities or general life experiences. If you feel that you may qualify for RPL, please contact our office for further information about the process to demonstrate your experience and knowledge.

RESOURCES REQUIRED

Students are required to have access to a computer (or use an Alana Kaye computer) to complete assessment tasks. Alana Kaye are conscious of the environment and where possible, provide resources and assessments through our online learning portal. If possible, please bring a laptop to workshops.

Distance learning students must have access to a computer and internet.

INVESTMENT

Course Fee \$2,800.00
(this includes \$400.00 non-refundable enrolment fee)

Recognition of Prior Learning \$950.00

Inclusions:

- Course learning and assessment material
- Coffee and tea
- Certification upon successful completion

PAYMENT PLANS

Alana Kaye believes that everyone should have access to quality education, which is why we have a range of payment options to choose from.

UP-FRONT PAYMENT

A payment of \$1,400 is required prior to commencement of your course. This includes the non-refundable enrolment fee of \$400 paid on enrolment. The remainder of the course fees can be paid on commencement or a payment arrangement can be negotiated by completing a Payment Plan Agreement.

We accept payments via VISA, MasterCard or bank deposit.

The Qualification will not be awarded until all payments are received.

COURSE OUTLINE

This qualification is made up of 13 units of competency (subjects). Units of competency can either be:

- **Core units** – units you must complete as part of the qualification and
- **Elective units** – units that you choose to be most suitable for your learning needs

We have chosen the elective units that we know are most beneficial and relevant to the majority of our students. These are the ones listed below. If you would like to study different elective units, please contact Alana Kaye to discuss the options available for flexible delivery.

Unit Code	Core Units	RPL	Distance
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	✓	✓

Unit Code	Elective Units	RPL	Distance
BSBTEC303	Create electronic presentations	✓	✓
BSBWRT311	Write simple documents	✓	✓
BSBSTR301	Contribute to continuous improvement	✓	✓
BSBLDR301	Support effective workplace relationships	✓	✓
BSBOPS304	Deliver and monitor a service to customers	✓	✓
BSBOPS305	Process customer complaints	✓	✓
BSBOPS301	Maintain business resources	✓	✓

ENROL NOW

Click on the Enrol Now button on our website to download an enrolment form. Please contact our office for further information about this course.