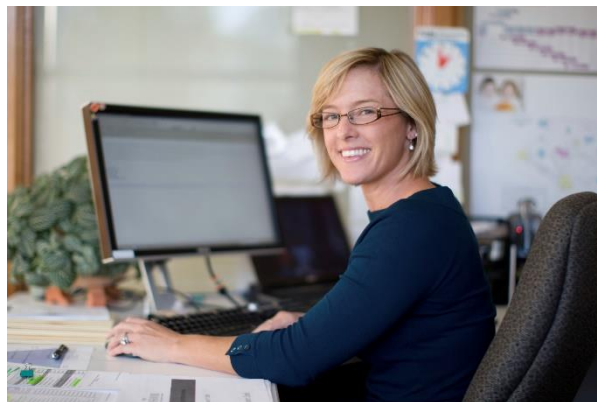


### COURSE OUTLINE

# BSB30415 Certificate III in Business Administration



Smart City Vocational College is offering BSB30415 Certificate III in Business Administration using the following delivery modes:

- Work-based traineeships so that employers can train their own staff in the workplace and
- Work-based and self-directed learning for existing workers wishing to formally recognize their skills

This course outline provides you with an overview of the delivery type and information about the cost of the training and any funded training opportunities. The units currently offered by Smart City Vocational College in this qualification are listed within this document.

## QUALIFICATION INFORMATION

### BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION

This qualification applies to a range of administrative roles in varied contexts.

Possible job titles include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

### ENTRY REQUIREMENTS

*There are no entry requirements for this qualification.* However, you will be required to complete a Language, Literacy and Numeracy Assessment before commencing in this qualification with Smart City Vocational College.

Eligibility criteria may apply if training is subsidised through government funded programs.

Learners wishing to undertake this program through a traineeship will be required to meet specific program entry requirements, including;

- must meet the eligibility requirements for an Australian Government's Australian Apprenticeship
- meet the eligibility for funded training through Queensland User Choice program,
- be employed or hosted within an appropriately resourced office environment
- be signed into a valid and registered training contract,
- be supervised in the workplace.

Learners applying to undertake the existing worker program are expected to have at least 1 years' experience working in an Administration role, and will be interviewed to determine their suitability for this learning model.

## PATHWAYS INTO THE QUALIFICATION

This qualification may be accessed by direct entry.

## PATHWAYS FROM THE QUALIFICATION

After achieving BSB30415 Certificate III in Business Administration, individuals may undertake further studies at a Certificate IV level or higher qualifications.

## MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

Work-based	Face to face	Traineeship
Work-based (existing worker)	Work-based learning including core skills interview to identify units for accelerated learning, RPL and/or credit transfer	Certificate 3 Guarantee Program Fee for Service

An individualised training plan will be developed for each learner undertaking work based training. A Smart City Vocational College Trainer will schedule monthly workplace visits to deliver the training and assessment services outlined in the training plan.

*Please note:* A program using work-based delivery, is restricted to learners that currently hold positions within organisations where it is agreed that the learner can gain access to resources, facilities and information necessary for their training and assessment.

All learners will also require access to:

- laptop/desktop computer
- printer
- scanner
- software applications (MS Word, MS Excel, MS PowerPoint, MS Publisher)
- Internet, for research purposes
- Workplace policies and procedures manual (or similar documentation) for assistance in completing assessment activities (where required).

## DURATION

Dependent on the mode of delivery and/or program type, the timeframe for this qualification will vary. Although the timeframes may differ, the required volume of learning shall be met.

Traineeship	12 months full time 24 months part time
Existing worker	Up to 12 months. <i>Timeframes will vary for each individual based on their initial skills assessment</i>

## **COURSE COST**

### **Work-based (Traineeship)**

Learners in Queensland wishing to enrol in a traineeship must be employed and signed up as a trainee by an Australian Apprenticeship Support Network. The Student Contribution Fees are a learner's contribution to the cost of tuition.

Student Contribution Fees \$1.60 per nominal hour

*\* Concessions apply to applicable learners (refer to Learner Handbook)*

### **Employer Gap**

An employer gap will be negotiated with the employer prior enrolment.

### **Work-based (existing workers)**

Learners in Queensland wishing to enrol in existing worker programs offered by Smart City Vocational College may be able to access subsidised training through the Certificate 3 Guarantee program.

The Certificate 3 Guarantee program provides a Government subsidy towards the training cost for eligible participants undertaking an Australian Qualifications Framework certificate level III qualification. The objective of the program is the delivery and completion of certificate III qualifications which lead to job outcomes or career progression.

Program eligibility criteria apply and all learners accessing this subsidy must complete a Training and employment survey following their training. For more information about Certificate 3 Guarantee please refer to the Queensland Government's fact sheet.

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

It is important to note that eligible Learners are only able to access ONE full qualification under the Certificate 3 Guarantee Program and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee Program.

A co-contribution fee is payable for the Certificate 3 Guarantee Program. This co-contribution fee is the contribution to the cost of training and assessment services and is payable by students. The fee may be paid on behalf of the student by a third party, but cannot be waived.

Fees must be paid in full prior to the commencement of the course. The fees will be charged by Smart City Vocational College at a per unit rate. The co-contribution fee can change depending on the delivery method and location.

The co-contribution fee for this qualification delivered by Smart City Vocational College is:

- Non-concessional students \$50.00 (\$3.84 per unit)
- Concessional students \$25.00 (\$1.92 per unit).

Fee exemptions and concessions apply to eligible learners.

There is no refund of the student administration fees once the training has commenced, unless the learner has applied in writing for a refund and the application has been assessed and approved by the Campus Manager. Smart City Vocational College will provide a full refund of fees paid in advance for the program or course if it is cancelled before it starts.

## **Full Fee Price**

Alternatively, if not eligible for funded training, please contact the college for the **full fee price** for this course.

## **LICENSING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **RANGE OF ASSESSMENTS**

- Methods of assessment to cover a range of evidence gathering, for example, written questions and answers, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- Assessment can be modified where necessary.
- Recognition of your current skills and or past experience/qualifications (RCC/RPL).

Please discuss your learning needs with us. Whilst the Elements/Performance Criteria are required to be at a consistent standard, there is scope to modify either delivery of training (reasonable adjustment) or how your competencies are assessed to ensure that you succeed with your chosen area of training.

*When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet, for example typing/writing your name, unit of competency code, and page number on all documents etc.*

## **CREDIT TRANSFER/NATIONAL RECOGNITION**

Credit transfer is where you may have completed Units or a course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

## **CAMPUSES/STUDY HUBS**

Smart City Vocational College's extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity's campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

## **COMPLAINTS/APPEALS**

Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring Learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with Learners.

Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to Learner Handbook for further information.

## **LEARNER'S ROLE**

As an enrolled Learner of Smart City Vocational College, you will need to be able to:

- Study independently
- Commit a suitable amount of time to your study and actively work to complete enrolled units
- Submit assessments by the due date
- Balance your work, personal life and study priorities throughout the training

Further information about your roles and responsibility as a Learner are listed in the Learner Handbook as available on the Smart City website and provided on enrolment.

## **USI (UNIQUE STUDENT IDENTIFIER)**

All Learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

If you require assistance in creating your own USI please contact your local Campus or Smart City Service Desk 1800 BE SMART

**UNIT LIST:**

13 units of competency are required to complete this qualification.

2 Core unit plus 11 elective units as listed below.

<b>TRAINEESHIP AND EXISTING WORKER</b>		
<b>Unit number</b>	<b>Title and description</b>	<b>Nominal Hours*</b>
<b>CORE</b>		
BSBWHS201	<p>Contribute to health and safety of self and others</p> <p>This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes</p>	20
BSBITU307	<p>Develop keyboarding speed and accuracy</p> <p>This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques.</p>	50
<b>ELECTIVES</b>		
BSBWOR301	<p>Organise personal work priorities and development</p> <p>This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence</p>	30
BSBCMM201	<p>Communicate in the workplace</p> <p>This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.</p>	40
BSBDIV301	<p>Work effectively with diversity</p> <p>This unit describes the 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.</p>	30
BSBCUS301	<p>Deliver and monitor a service to customers</p> <p>This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service</p>	35
BSBWRT301	<p>Write simple documents</p> <p>This unit describes the skills and knowledge required to plan, draft and finalise a basic document.</p>	30
BSBITU306	<p>Design and produce business documents</p> <p>This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.</p>	80

Unit number	Title and description	Nominal Hours*
BSBITU303	Design and produce text documents  This unit describes the skills and knowledge required to design and develop text-based documents using advanced features of word processing software.	90
BSBITU302	Create electronic presentations  This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self-access and online access.	20
BSBITU309	Produce desktop published documents  This unit describes the skills and knowledge required to design and produce desktop published documents.	50
BSBITU304	Produce spreadsheets  This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.	35
BSBADM307	Organise schedules  This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems.	15

*\*Applicable only to Traineeship*

## **CAMPUS LOCATIONS**

The BSB30415 Certificate III in Business Administration qualification may be delivered from any Campus (dependent on demand or program type).

Please refer to our website for Campus Locations.

**1800 BE SMART**  
**[www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au)**