

COURSE OUTLINE
BSB30415 Certificate III in Business Administration



Smart City Vocational College is offering BSB30415 Certificate III in Business Administration through a Classroom based face to face delivery model.

This course outline provides you with an overview of the delivery mode 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.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience 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 to assess your preparation to study at this level.

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

PATHWAYS INTO THE QUALIFICATION

This qualification may be accessed by direct application to Smart City Vocational College. The programs timeframe (as listed below) are based on the learner having previous experience in the field and/or experience using computers and the internet.

PATHWAYS FROM THE QUALIFICATION

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

MODE OF TRAINING DELIVERY

Classroom

The classroom delivery mode combines face-to-face training and self-directed learning.

All learners will have access to the required resources whilst attending a Smart City Vocational College campus or study hub including:

- 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

The enrolment period is up to 12 months.

Contact time

Minimum of 26 days of structured training days over 15 weeks in 3, 5-week blocks.

- Attendance at 2 x 7 hour sessions per week of the program as per the class timetable provided by each campus
- Mentoring and support 2 hours per unit per learner as required

Please note: The program is designed to allow learners to repeat any block if they require more time to complete their assessment.

You will receive a Training Plan showing start and finish dates for each unit within each block of training and assessment.

COURSE COST

Certificate 3 Guarantee

Learners in Queensland wishing to enroll in this program 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. If you access the subsidy, you will be required to complete a training and employment survey within three months of finishing or discontinuing your training.

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:

Certificate 3 Guarantee Program	\$50.00 non-concessional (\$3.84 per unit)
(Co-Contribution Fee)	\$25.00 concessional (\$1.92 per unit)

Fee exemptions and concessions may apply to eligible learners.

A refund for the co-contribution fee is available if a learner applies in writing prior to the commencement of the course.

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 cancelled before it starts.

Full fee price

Alternatively this course can be provided as fee for service. Please contact your local campus 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

The range of assessment methods used for the qualification in this program includes written assessments and practical tasks for each unit of competency.

All assessments are to be completed as outlined in the timetable and training plan for each learner. Learners are required to attend campus as detailed in their campus schedule to undertake and submit individual assessment using the facilities and resources available at each Smart City Campus or Study Hub.

If required:

- Assessments can be modified to meet your individual learning needs.
- We can recognise your current skills and or past experience/qualifications through a formal Recognition of Prior Learning process (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.

When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet.

CAMPUSES/STUDY HUBS

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

Smart City's campuses and Study Hubs are designed and purpose built to help you achieve something great. They feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature expresso machines and a kids play area as well. The technology within the campuses and Study Hubs are available to you for study purposes, e.g. computers, printer, photocopier, Wi-Fi. 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 open hours to have a chat with a Student Support Officer or Campus Manager.

CREDIT TRANSFER/NATIONAL RECOGNITION

Credit transfer is where you may have completed units or a course with another Registered Training Organisation that is relevant and/or able to be used for your current and anticipated study. 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.

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.

SUPPORT SERVICES

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff/Indigenous Student Support Officers, 5 days per week between the hours of 8.30am and 4.30pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

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.

APPLY FOR YOUR OWN USI

It is free and easy for you to create your own USI online. Visit the USI website at usi.gov.au and select the 'Create a USI' link and follow the steps.

ONCE YOU CREATE YOUR USI

Once you create your USI you will need to notify Smart City of your USI number and any other training organisation you study with so your training outcomes can be linked. You will be able to:

- View and update your details in your USI account;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- Control access to your transcript from 2015; and
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

For more information you can:

- Watch the short information video from the Australian Government at <https://www.youtube.com/watch?v=HRYaaF-B7Ho> (or search *Unique Student Identifier (USI) – Student Video* on YouTube).
- Visit the website: www.usi.gov.au
- Visit our website www.smartcitycollege.edu.au and review our learner handbook
- Read the student fact sheet given to you by the course advisor or found on the USI website, <http://www.usi.gov.au/Students/Pages/default.aspx>, <http://www.usi.gov.au/Students/Pages/your-training-organisation.aspx>

UNIT LIST:

13 units of competency are required to complete this qualification.

2 Core unit plus 11 elective units

Unit number	Title
BSBWHS201	Contribute to health and safety of self and others
CORE	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
BSBITU307	Develop keyboarding speed and accuracy
CORE	This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques.
ELECTIVES	
BSBWOR301	Organise personal work priorities and development
	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
BSBITU201	Produce simple word processed documents
	This unit describes the skills and knowledge required to correctly operate word processing applications in production of workplace documents.
BSBWOR204	Use business technology
	This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data.
BSBWRT301	Write simple documents
	This unit describes the skills and knowledge required to plan, draft and finalise a basic document.
BSBITU306	Design and produce business documents
	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
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
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
BSBITU309	Produce desktop published documents
	This unit describes the skills and knowledge required to design and produce desktop published documents

Unit number	Title
BSBITU304	<p>Produce spreadsheets</p> <p>This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.</p>
BSBADM307	<p>Organise schedules</p> <p>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</p>
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>

CAMPUS LOCATIONS

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

Please refer to our website for Campus Locations.

1800 BE SMART
www.smartcitycollege.edu.au