



## BSB30120 Certificate III in Business

CRICOS Course code 10553E

**Course currency status:** Current

### Course Description

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

The course develops the skills and knowledge required to complete job role activities and effectively contribute to organisation goals in the following areas: market research, administration, Occupational Health & Safety, customer service and addressing customer complaints.

### Target market

The target market for this course is international students who possess an appropriate visa and wish to undertake this course to access further study opportunities or to access employment opportunities in technical/ support functions within a team in a wide variety of industries.

### Course structure

Students are required to complete 13 units. This consists of 6 core unit and 7 elective units.

### 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

BSBCMM411 Make presentations  
BSBMKG434 Promote products and services  
BSBOPS304 Deliver and monitor a service to customers  
BSBOPS305 Process customer complaints  
BSBPEF301 Organise personal work priorities  
BSBTEC301 Design and produce business documents  
BSBWRT311 Write simple documents

### Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

### Course Intakes

Four intakes a year.

### Qualification

Upon successful completion of 13 units of competency, the participant will be issued a Nationally Recognised BSB30120 Certificate III in Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

### Delivery Methods

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual



NATIONALLY RECOGNISED  
TRAINING

tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

### **Assessment Methods**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

### **Course Duration**

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week. Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment per week is 32 hours. Total course study commitment is 32 hours x 40 weeks term time = 1,280 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

Refer to the Student handbook or contact FIC for further details on course entry requirements.

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Flinders international College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

On successful completion of this course students may progress onto the BSB40120 Certificate IV in Business or related

business courses.

### **Employment Pathway**

Successful completion of this qualification may provide access to career opportunities within a range of roles in business contexts providing technical and support within a team, for example working in a customer service team providing technical advice and support.

**Tuition fee:** \$ 10,000

**Enrolment Fee:** \$500

**Payment** – On enrolment \$2500 is payable of which \$500 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

### **Further information**

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at [info@flinderscollege.edu.au](mailto:info@flinderscollege.edu.au) or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at [www.flinderscollege.edu.au](http://www.flinderscollege.edu.au).