



**Australian  
College**  
of Commerce & Management

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# ACCM College

## Course Catalogue

ACCM College are industry experts in delivering online qualifications in Business, Accounting, Finance, Information Technology, Leadership and Supply Chain.



NATIONALLY RECOGNISED  
TRAINING



You can find more information on all available courses by heading over to our website [www.accm.edu.au](http://www.accm.edu.au)

RTO Code: 1441

# FIRSTLY

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# THANK YOU

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## FOR CONSIDERING US!

ACCM College is one of Australia's leading experts in distance training.

Our experience was earned supporting 50,000+ learners over 27 years.

This expertise has made us one of Australia's largest Traineeship providers.

What is our secret?

There is no secret. It's something we love doing and we do it very well.

- Offer subjects suitable to online learning
- Create industry relevant course materials
- Allow 24/7 access to learning materials
- Reach out directly to help our students
- Form a real partnership with employers
- Deliver real-time course progress updates
- Employ experienced and passionate staff

We feel our motto says it all, "If you want to study, we want to help".

I sincerely hope my team can show you how much *we really can help*.

**Christopher Czarnosz**

CEO and Director of Training



*From pricing to policies, ACCM believes strong relationships begin with openness.*

Please use this QR Code to see our most current list of courses and pricing information or visit our website at:  
[www.accm.edu.au/our-college/scope-fees](http://www.accm.edu.au/our-college/scope-fees)





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KEEPING YOU IN THE LOOP

# EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO  
SEE OUR EMPLOYER  
DASHBOARD IN  
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

**Cherie McGregor**

Director of RTO Operations

# WEBCLASS

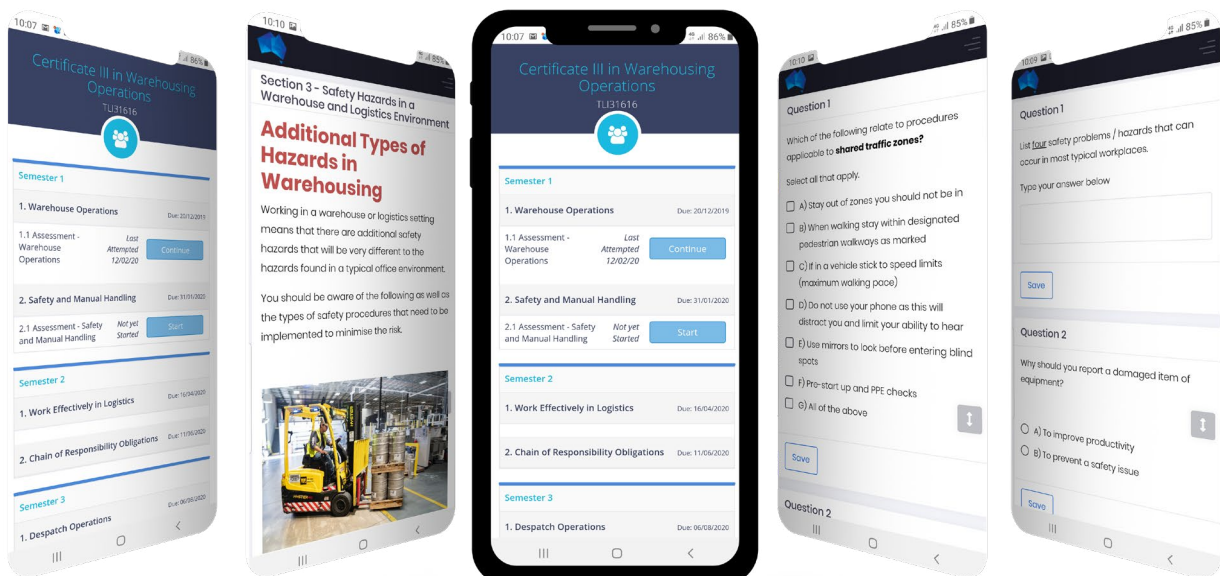
## LEARNING... ANYWHERE AND ANYTIME

Our online learning platform, Webclass, is the result of everything we have learned in 27 years supporting over 50,000 distance and online learners.

Since its inception in 2019, Webclass has received rave feedback from learners and employers for its intuitive ease of use, quality content and practical application.

Webclass offers:

- 24/7 access to course work, allowing maximum flexibility and opportunity
- Access via any web-enabled device: desktop, laptop, tablet or mobile phone
- Subjects broken into manageable sections - encouraging steady course progress
- Clear and plain English learning materials - no more “word walls” to struggle with
- Subject specific videos to enhance depth of learning for visual and audial styles
- A range of assessment methods designed to appeal to all learning preferences
- New features released regularly to enhance the student experience



## THE ACCM COLLEGE DIFFERENCE



### **WE HIRE THE RIGHT STAFF**

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#### **Start with finding people who care**

ACCM only hire permanent staff with relevant and realworld industry experience to support our learners. Each team member comes from the industry they support, bringing years of practical knowledge and skills to their role.



### **WE CREATE STRONG COURSE MATERIALS**

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#### **Written by industry experts**

We tap into the decades of relevant expertise and experience of our staff, stakeholders and industry partners. Materials are written with the learner in mind, capturing current industry practices, trends, legislation and technology.



### **WE CREATE STRONG STUDENT BONDS**

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#### **Support is positive and proactive**

Our Student Advisers reach out to your staff. ACCM's success is based on our learner's results and we have found that being proactive drives better outcomes. We regularly contact your staff to offer support, motivation and coaching.



### **WE PARTNER WITH OUR EMPLOYERS**

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#### **Keeping you in the loop**

Strong relationships with employers are crucial to good outcomes, as your staff and trainees thrive in a supportive climate. Our Employer Dashboard, Team Leaders and Student Advisers are always there to keep you up to date.



### **WE HELP YOU ASSESS TRAINEE COMPETENCE**

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#### **Supervisor Support Packs will help**

You decide if your Trainee has demonstrated sufficient "competence" in the workplace is the very heart of a Traineeship. Our Support Packs help make that decision easier. We will provide meaningful and realistic suggestions on ways your Trainee can demonstrate those critical on the job skills that directly relate to competency in their qualification.



### **WE LISTEN TO ALL OUR STAKEHOLDERS**

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#### **Feedback matters... we want it all**

ACCM has set up multiple feedback streams for students, employers and staff to have their say. We review all this valuable information as it comes in. Being proactive with this treasure trove of feedback means we are constantly improving our processes, materials and service.

# TRAINEESHIPS - GETTING STARTED

The process is straight-forward and help is waiting

## What is an Apprentice Connect Australia Provider?

Your Apprentice Connect  
Australia Provider and ACCM  
College are there to help you

The Provider you choose is contracted by the government to be the official “go-between” for you, government agencies and ACCM College. Your Provider will help with course selection, completing the training contract, registration with state/territory governments and supporting the Traineeship until completion.



### 1. CONTACT YOUR PROVIDER\*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.



### 2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your Provider and ACCM College can help you with any and all questions.



### 3. SIGN THE TRAINING CONTRACT

Your Provider will help you and your Trainee complete the Training Contract. They will submit this to State/Territory Training for you.



### 4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.



### 5. RECEIVE ON-GOING PROVIDER SUPPORT

Your Apprentice Connect Australia Provider will check in on your Trainee during their Traineeship and will always be available for assistance.



### 6. FINALISING THE TRAINING CONTRACT

When the time comes, your Provider will help you finalise the Traineeship Contract with the government.

\* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within 3 months of commencing work, or within 12 months for part-time employees.

# THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN  
ENROLMENT LINK  
TO YOU UPON  
NOTIFICATION



\* LLN - to determine Language, Literacy and Numeracy suitability





ACCM IS COMMITTED TO

# RECOGNISING OUTSTANDING PERFORMANCE

Nothing makes ACCM prouder then seeing your staff and our students recognised locally and nationally for their outstanding performance.

## State and National Recognition

ACCM will happily help you submit nominations for your staff in their Regional and State Training Awards and provide letters of support.

Our students have a terrific level of success! In addition to our many regional winners, ACCM has had multiple State winners and two National winners in the last three years.

Bridie Searle – Australian Trainee of the Year 2023  
Breanna Cassidy – Australian Trainee of the Year 2021

## Student of the Month Award


We also love to recognise the everyday work your staff do in their course.

Our Student Advisers will submit outstanding work for consideration in ACCM's Student of the Month program.

*Monthly winners receive recognition on our website (with their consent of course).*



USE THIS QR CODE  
TO VISIT THE  
AUSTRALIAN  
TRAINING  
AWARDS SITE



IF YOU WANT TO STUDY

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# WE WANT TO HELP

The ACCM College Course Catalogue, on the following pages, outline all of the qualifications available through ACCM and a brief overview of each course.

ACCM College has government contracts in NSW, Queensland, South Australia, Tasmania and the ACT, which allows us to offer government subsidised training programs available through each state/territory.

Visit [accm.edu.au](http://accm.edu.au) for more information.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing [info@accm.edu.au](mailto:info@accm.edu.au) or just call me on 1300 515 321.

**Tania Holmes**

Director of Client Relations



*From pricing to policies, ACCM believes strong relationships begin with openness.*

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# OUR PARTNERS NEED THE RIGHT INFORMATION

## IT IS ONE OF THE KEY SERVICES WE PROVIDE...

The VET sector has a lot of moving parts and staying current is a full time job. ACCM College is dedicated to helping our partners succeed so that our most important customers, trainees and students, reach their career goals.

*We have created specific web pages for each of our partners' unique needs.*



### EMPLOYER SUPPORT



Employers play the critical role in a Trainee's success. This page was designed to give them the information they need to support them.

<https://accm.edu.au/our-college/employer-support/>



### GROUP TRAINING ORGANISATION SUPPORT



We know that our Group Training Organisations need timely information and support to ensure Hosts and Trainees are successful.

<https://accm.edu.au/our-college/gto-support/>



### APPRENTICE CONNECT AUSTRALIA PROVIDERS SUPPORT



ACCM knows that Apprentice Connect Australia Providers play a unique role in helping support all stakeholders in a Traineeship program.

<https://accm.edu.au/our-college/acap-support/>

# THE BASICS OF PAYROLL TAX REBATES (PTR)

How your State or Territory is helping you

## WHAT YOU NEED TO KNOW...

Payroll Tax Rebate (PTR) is a partial refund of the payroll taxes you have paid on the wages of eligible trainees and apprentices during the period of time that they have been enrolled in a registered course. It can be claimed monthly (as part of monthly returns) or annually (as part of annual reconciliation)

- PTR applies from the date your trainee commences a course until the date of completion or cancellation.
- If you continue your staff's Traineeship with a second (additional) qualification upon completion, the rebate continues while they remain in an eligible traineeship.
- Not all states and territories offer Payroll Tax Rebates and Payroll "thresholds" vary by state, this will affect eligibility and amounts payable.
- PTR only applies to new entrant trainees per the Apprenticeship & Traineeship Act 2001.

### An example of how PTR works...

STATE	PRT %	TRAINEE'S ANNUAL SALARY	RETURN FOR 1 YEAR COURSE	RETURN FOR 2 YEAR COURSE
NSW	5.45	\$50,000	\$2725	\$5450
ACT	6.85	\$50,000	\$3425	\$6850
QLD	4.85	\$50,000	\$2425	\$4850
TAS	6.10	\$50,000	\$3050	\$6100

Please note the PTR is subject to change and you should confirm exact figures for your state/territory.

## AM I ELIGIBLE?

If the answer is "Yes" to **both** these questions then you are eligible for the PTR.

Is your trainee a New Entrant Employee\* who has been employed 3 months or less (Fulltime) or 12 months (Part time/casual) at sign up?

Does your State/Territory offer Payroll Tax Rebate and does your total payroll meet the "threshold" requirements for your State/Territory?



\*To see New Entrant Traineeship requirements scan or click the QR code or visit:

[ACCM.EDU.AU/OUR-COLLEGE/POLICIES/PAYROLL-TAX-REBATES](http://ACCM.EDU.AU/OUR-COLLEGE/POLICIES/PAYROLL-TAX-REBATES)



# BASIC BUSINESS COURSES

## Getting started in the business world

### CERTIFICATE III IN BUSINESS - BSB30120

The Certificate III in Business is a great entry level qualification that works across a wide range of industries and roles. This qualification will ensure your staff develop the key business skills needed to thrive in your workplaces. Our course materials are written by industry experts and cover critical subject areas like effective communication, workplace safety, sustainability, building teamwork, customer service, business writing, spreadsheets and word processing.

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### CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION) - BSB30120

The Business Administration stream is a specialist course designed for entry level administrative staff looking to build their skills across a wide range of duties. This course addresses critical skills such as workplace communication, safety, managing work priorities, purchasing resources, sustainability, scheduling appointments, managing workplace mail and effectively using spreadsheets and word processing applications.

These Certificate III streams are designed to launch careers across a wide range of industries and roles.

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### CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT) - BSB30120

The Customer Engagement stream has been designed to deliver the basic skills needed to thrive in the booming contact and service centre industry. This qualification will impart the skills to deliver a rewarding customer experience, manage priorities, better understand products and services and overcome common customer contact challenges. Learners will gain a solid understanding of skills needed to thrive and succeed in a customer facing industry.



## ADVANCED BUSINESS COURSES

When your staff are ready for the next level

### CERTIFICATE IV IN BUSINESS - BSB40120

Build on your staff's proven industry skills with the advanced business, customer service and client relationship skills they need to support your stakeholders across any industry. Your staff will master higher-level techniques of critical thinking, effective communication and safety management, as well as honing skills in personal and professional development, strong leadership, marketing principles and professional business writing.

### CERTIFICATE IV IN BUSINESS (BUSINESS OPERATIONS) - BSB40120

The Business Operations stream is a tailored program designed specifically for office leaders responsible for core business functions. This qualification will enable your future leader to manage personal and professional development as well as build their marketing and promotional skills. Other areas of focus include creating strong customer relationships and networks as well as advanced communication & critical thinking skills.

### CERTIFICATE IV IN BUSINESS (BUSINESS ADMINISTRATION) - BSB40120

Designed to take your staff's administrative skills to a higher level, this qualification builds on their existing skills, bringing advanced understanding and competence across core business functions. Administration areas addressed include making business decisions, communication strategies, advanced business writing, managing meetings and business resources, as well as advanced word processing and spreadsheet application use.

### CERTIFICATE IV IN BUSINESS (RECORDS AND INFO MGMT) - BSB40120

Build on your staff's existing business and recordkeeping skills with the Certificate IV in Business (Records and Information Management). This course will help staff master the advanced skills necessary to properly control essential business records, apply appraisal & classification systems, as well as implement disposal actions.

Help your experienced staff reach even higher levels of performance and productivity with these advanced qualifications.

### DIPLOMA OF BUSINESS - BSB50120

The Diploma of Business qualification offers a broad spectrum of subjects to suit a multi-skilled office manager looking to build their capabilities. Your future leader will master the advanced techniques behind critical and creative thinking, professional and personal development, business and operational planning, driving sustainability, policy writing and establishing client relationships. Everything your business needs.

## SPECIALIST BUSINESS COURSES

Entry-level business courses for specialist roles

### CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION) - BSB30120

The Medical Administration stream focuses on the skills needed to work effectively and efficiently in the frontlines of a medical practice. Your administrative staff will learn crucial skills about medical records, confidentiality and terminology, managing Medicare accounts, stocking medical supplies and processing patient appointments. Core business skills such as sustainability, safety, and working with spreadsheets and word processing applications are also delivered.

### CERTIFICATE III IN BUSINESS (RECORDS AND INFO MGMT) - BSB30120

Large organisations require detailed records systems. The Records and Information stream will ensure your new staff are up to the task. Subjects cover the control, retrieval and disposal of records, as well as the legislation and codes that apply to the recordkeeping sector. Important business skills addressing communication, sustainability, safety and effectively using spreadsheets and word processing office applications are also thoroughly covered.



Specialist administrative roles require specialist qualifications. These business streams focus on the industry specific skills your new staff need to best support your customers.

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## LEGAL SERVICES COURSES

A career in the legal profession takes a solid foundation

### CERTIFICATE III IN LEGAL SERVICES - BSB30320

The Certificate III in Legal Services course is the ideal course to kick start your staff's legal administration career towards a Legal Secretary role. This qualification provides an essential background into how the legal sector operates, protecting client information and conducting public searches. Your staff will learn the etiquette and legal terminology needed to carry out legal administration tasks along with practical office administrative and writing skills.

### CERTIFICATE IV IN LEGAL SERVICES - BSB40620

This specialist Legal Services course is designed to develop advanced administration and para-legal skills that will enable staff to take the next step in their legal administration career. Your staff will learn critical skills such as legal research and document preparation, contract law, managing legal files and conducting public searches. Finally, a strong understanding of the Australian legal system is provided to ensure the ability to support higher level legal responsibilities.



Thriving in this dynamic profession requires a strong understanding of the complexities of the Australian legal system and the unique skills required to support your legal clients' needs.

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# ACCOUNTING & FINANCE COURSES

Ensuring everything adds up

## CERTIFICATE III IN ACCOUNTS ADMINISTRATION - FNS30322

The Certificate III in Accounts Administration qualification is designed for entry-level staff stepping into an accounts role. This foundation-laying course addresses the basic accounts clerical tasks of accepting and processing customer payments and paying business bills using an accounts software package. Students will learn key support functions like financial calculations, bank reconciliation and using spreadsheets and word processing applications effectively.

Choose between MYOB or XERO trial programs.

## CERTIFICATE IV IN ACCOUNTING AND BOOKKEEPING - FNS40222

This Certificate IV level is designed for more experienced accounts staff and delivers advanced learning outcomes in double entry bookkeeping and computerised accounting. This in-depth learning opportunity addresses all the key accounting functions in most organisations such as processing journals, budget preparation, managing payroll, preparing financial statements and completing a BAS.

Choose between MYOB or XERO trial programs.

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## CERTIFICATE III IN FINANCIAL SERVICES - FNS30122

The Certificate III in Financial Services will develop your staff's finance industry and compliance knowledge as well as develop essential skills in customer service. This program will deliver a solid foundation in subjects like banking transactions, financial calculations, record systems and providing the right financial services and products to your clients and members.

ACCM courses develop the basic and advanced accounting and finance skills your staff need.

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# LEADERSHIP & MANAGEMENT COURSES

Designed to develop the leaders your organisation demands

## CERTIFICATE IV IN BUSINESS (LEADERSHIP) - BSB40120

Develop your staff's leadership and business skills with this versatile qualification. Your future business leader will learn valuable business communication, decision making, safety and writing skills. Balancing these abilities are subjects on building teams, sound leadership practices, staff learning and development and professional development.

## CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT - BSB40520

Designed specifically for those in a leadership role (or destined for one). This focused course delivers the essential your staff need to be a successful leader across all industries. Decision making, operational planning, managing team priorities, building effective teams, team development, communication, enhancing customer service and safety are all well covered.

## DIPLOMA OF LEADERSHIP AND MANAGEMENT - BSB50420

The Diploma of Leadership and Management delivers a broad spectrum of leadership and management learning to help your proven leaders develop existing skills and prepare for a higher management role. They will learn effective team management, advanced leadership skills, quality operational planning techniques and ways to improve team performance.

Frontline experience and formal training are a powerful combination in building the leaders your business needs to meet the challenges facing your industry.



## HR & PROJECT MANAGEMENT COURSES

Certain core roles require highly specialised training

### CERTIFICATE IV IN HUMAN RESOURCE MANAGEMENT - BSB40420

The Certificate IV in Human Resource Management covers all key HR functional areas to ensure a solid knowledge base for your staff entering the HR profession, or those wanting to learn specific aspects of HR. By focusing on the policies and procedures that drive your recruitment, appraisal, industrial relations and retention processes, this qualification will ensure that your staff have a strong skill set in crucial HR specialist areas.

### DIPLOMA OF HUMAN RESOURCE MANAGEMENT - BSB50320

The Diploma of Human Resource Management will expose your experienced HR staff to a higher spectrum of strategic areas. This program thoroughly covers the management of recruitment and workforce planning strategies, how to analyse the effectiveness of performance management systems, staff professional development, building motivated teams and implementing a consultative workplace relations strategy.

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### CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE - BSB40920

Formal, structured project management training is an essential tool to ensure that your new staff are able to contribute to the success of a workplace project. This qualification addresses every key aspect of successful projects including scope, time, cost and resource management, as well as risk and quality control processes to drive success.

It takes specialised training to enhance on the job experience and deliver the results your stakeholders demand.

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# INFORMATION TECHNOLOGY COURSES

Ensure your technicians keep pace with technology



ACCM's IT courses capitalise on new virtual technology to allow your staff practical hands-on IT experience in a virtual workplace, with no risk to your network systems.

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## CERTIFICATE III IN INFORMATION TECHNOLOGY - ICT30120

The Certificate III qualification is the perfect entry-level qualification for the demanding IT industry. This is a hands-on qualification with a focus on the skills and knowledge essential for every IT career. Your staff will learn how to run standard diagnostic tests, provide advice to IT clients, local device system administration, basic programming, as well as network administration, evaluating cloud technology and resolving/reporting IT problems and solutions.

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## CERTIFICATE IV IN INFORMATION TECHNOLOGY - ICT40120

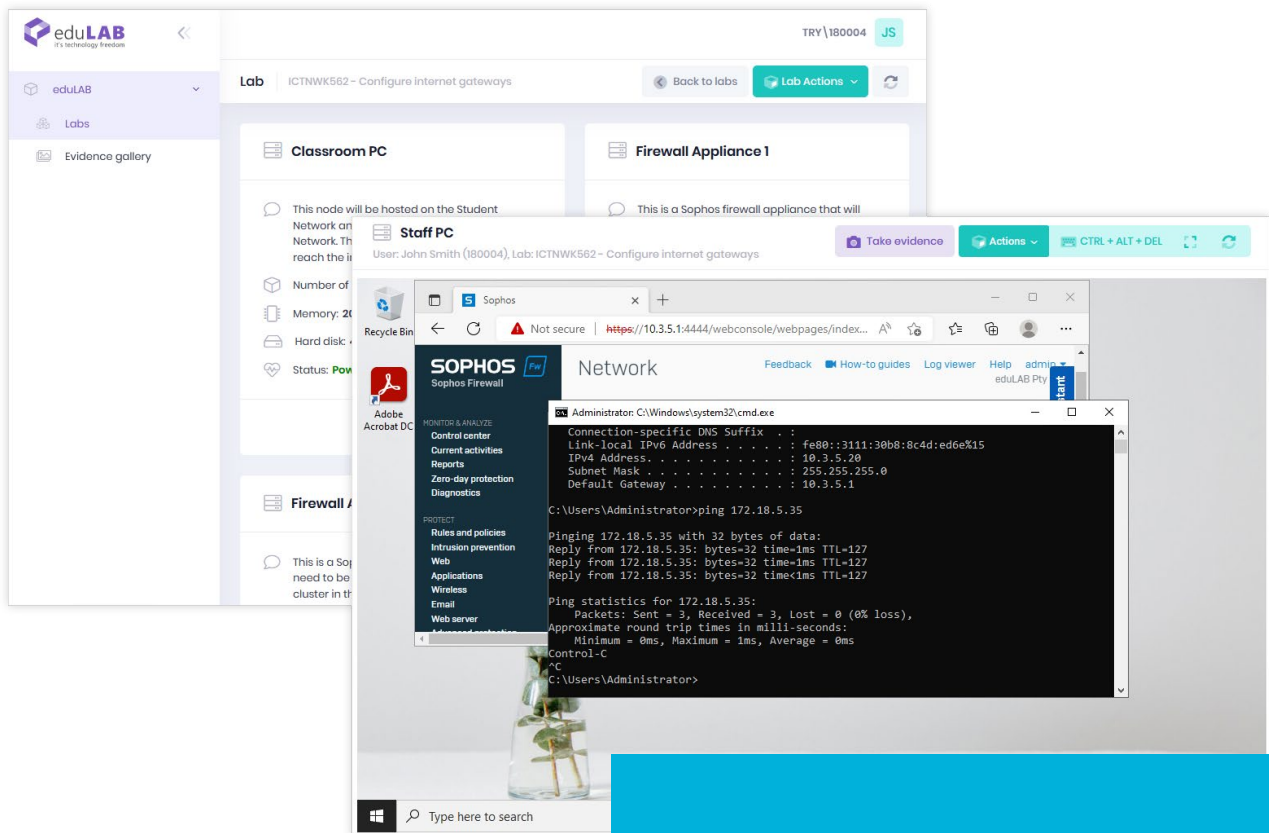
The Certificate IV level course provides your experienced IT staff with a selection of advanced theory and hands-on learning opportunities. This qualification covers advanced client support skills, protecting intellectual property, online security, cyber-security risk management, ICT problem resolution, virtualisation, emerging technology, system administration and basic programming. Additional electives may be considered.

Both General and Networking streams of the Certificate IV are available with this course.



# VIRTUAL TECHNOLOGY IS THE SOLUTION

## There is no substitute for hands-on learning in IT



### YOUR TRAINEES WILL BE ABLE TO MASTER CRITICAL SKILLS SUCH AS:

- Manage Active Directory accounts
- Troubleshoot and resolve problems
- Run diagnostic tools and programs
- Maintain network and data security
- Install and configure virtual networks
- Configure internet protocols
- Install, manage & troubleshoot servers
- Network configuration and administration
- Installation and set-up of operating systems *and many other valuable skills...*

### VIRTUAL TECHNOLOGY OFFERS AMAZING OPPORTUNITIES FOR IT TRAINING

Information Technology training requires a hands-on component. Theory alone does not get it done.

*So how do you deliver the opportunity to learn and practice complex IT skills via distance?*

The answer is virtual technology.

ACCM College has partnered with eduLAB, a cloud-based virtual learning platform, to create immersive learning and testing labs that allow IT trainees to develop, practice and hone their skills in a safe environment.

This means employers do not need to source expensive IT applications for training and there is zero risk to their live / active networks.

## SUPPLY CHAIN COURSES

Get started in a dynamic and versatile industry



***Supply Chain students must be employed in a suitable role and be able to undertake on-the-job supervised workplace assessments.***

***The course does NOT offer licencing options for forklifts, working at heights, EWP or any platforms.***

***The subjects offered are limited to what is feasible for us to deliver and assess. Please discuss your needs with us prior to enrolment.***

### CERTIFICATE II IN SUPPLY CHAIN - TLI20421

This basic level qualification covers the essential knowledge and skills required to work and succeed in a supply chain environment. Critical communication and teamwork skills are covered in-depth to ensure that your staff can work effectively with colleagues and customers. This program specifically addresses the current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

### CERTIFICATE III IN SUPPLY CHAIN TLI30321

This qualification covers the essential knowledge and skills to succeed in a supply chain role in an office environment (versus Warehouse based roles). Our subjects cover crucial topics such as: records for logistics operations, purchasing and procurement and sustainability in logistics. Critical communication skills are covered in-depth to ensure learners can work effectively with colleagues and customers. This program specifically addresses current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

Both General and Warehousing streams of the Certificate III are available with this course.



FLEXIBILITY IS THE KEY

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# SUPPLY CHAIN...ONLINE

It is a common myth that Supply Chain qualifications require face to face delivery.

That may have been true once, but ACCM College has busted that myth.

The key is the design of our program and the flexibility Webclass offers.

- Your staff do NOT need to leave your workplace for study
- There are no required classroom or on-site Trainer visits
- Trainees access Webclass from any web-enabled PC/mobile device
- Learning and assessments are completed in “bite size” pieces
- Unique assessment design requires minimal direct observation
- Workplace examples, photos and videos provide performance evidence

ACCM College has built this qualification using Units of Competency best suited to online delivery that are relevant and meaningful to Supply Chain roles.

We are also happy to discuss ways we can tailor this program to your specific workplace environment or training needs.

*Please let us know if forklift training is a must for your warehousing Trainees.*



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