



Certificate III in Business (Records and Information Management)

BSB30120



ENTER THIS SPECIALIST FIELD AND
START YOUR CAREER IN
RECORDKEEPING



About This Course

Large organisations have sophisticated records management systems. Start a career in this specialist professional field with the Certificate III in Business (Records and Information Management). Learn about the control, retrieval and disposal of records, as well as the legislation and codes that apply to the record keeping sector.

The Certificate III in Business (Records and Information Management) will help you understand the record keeping functions, and the fundamentals of record control, accountability and classification. This course covers the essential knowledge and skills to join this specialist career field, and applies equally to council, legal, government and corporate records departments.

Subject Choices

- Effective Workplace Communication
- Business Records Systems and Information
- Maintain Workplace Safety and Wellbeing
- Organise Personal Work Priorities
- Key Record Keeping Functions
- Contribute to Sustainable Work Practices
- Engage with Customers (E)
- Effective Team and Work Practices (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 8 months

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$3,750 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$350	\$3,750	\$1,095	\$3,750	\$1,016	\$3,750	\$1,381

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$350	N/A	\$1,095	N/A	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$350	N/A	\$1,095	N/A	N/A	\$3,750	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320	\$100	N/A	\$1,956	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

** Subject to eligibility and availability at the time of enrolment



Entry Requirements

Numeracy Skills

It is required that you be working in a Records role during this qualification. Assessments require access to workplace records management procedures.

Work Placement

It is required that you be working in a Records role during this qualification. Assessments require access to workplace records management procedures.

Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Computer and Internet

- Access to a Desktop Computer or Laptop; some course work may be completed via mobile devices
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment



Subject Descriptions

Core Subjects:

Effective Workplace Communication

Learn to develop a good writing style for creating standard business documents such as basic letters, invoices, memos, messages and emails. You will also get tips on reviewing, proofreading and editing documents, as well as how to safely save and store them. Practical activities ensure that you have the necessary skills to organise information, communicate with work colleagues responding to and working effectively with individual differences.

Unit(s):

BSBXCM301 - Engage in workplace communication

BSBTEC202 - Use digital technologies to communicate in a work environment

BSBTWK301 - Use inclusive work practices

Business Records Systems and Information

Maintaining Records look at the way records are captured, stored and received and addresses concepts like meta data and sort order as well as the security and legislative requirements are needed when maintaining records.

Unit(s):

BSBINS302 - Organise workplace information

BSBINS309 - Maintain business records

Maintain Workplace Safety and Wellbeing

Work Health & Safety policies, procedures and compliance are the focus of this safety subject. The subject looks at identifying key safety practices in a workplace. It covers workplace evacuations as well as identifying relevant safety training and procedures that may be required. It covers a foundation in the legal obligations and is a good solid base for understanding safety responsibilities. It involves a range of workplace activities like a safety inspection.

Unit(s):

BSBWHS311 - Assist with maintaining workplace safety

BSBPEF201 - Support personal wellbeing in the workplace

Organise Personal Work Priorities

Being able to organise personal work priorities is an essential job skill in every industry. This Subject will teach you how to set and meet work priorities through effective time management and planning your work schedule. Also learn the importance of professional development activities to chart your career growth.

Unit(s):

Key Record Keeping Functions

This subject covers record keeping functions and policies within the specialised field of Records Management. Focusing on the legislative requirements of records management, their creation and retrieval, and controlling those records to ensure accurate tracking for audit.

Unit(s):

BSBXCS303 - Securely manage personally identifiable information and workplace information

BSBINS307 - Retrieve information from records

BSBINS308 - Control records

Contribute to Sustainable Work Practices

Significant cost savings can be made by managing workplace processes and technology in a sustainable way. This subject looks at ways to encourage team members to think innovatively and apply critical thinking skills to generate solutions to workplace problems in a team environment. The overall aim being to identify improvements and apply "green" practices that benefit the business as well as the environment. This subject involves working collaboratively with your College Student Adviser on a project based assessment.

Unit(s):

BSBSUS211 - Participate in sustainable work practices

BSBCRT311 - Apply critical thinking skills in a team environment

Elective Subjects:

Engage with Customers

Customer Service is a key function in all job roles, and so engagement of the customer is a critical skill. This subject looks at essential service skills to identify the customers needs and delivering good customer service. As well as skill practicals, there is a small component that looks at how to receive customer feedback positively.

Unit(s):

BSBOPS304 - Deliver and monitor a service to customers

BSBOPS202 - Engage with customers

Effective Team and Work Practices

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule . Skills to identify potential problems and prevent stress in the workplace are also covered as well as how to contribute to the effectiveness of the work team. Also learn the importance of professional development activities.

Unit(s):

BSBLDR301 - Support effective workplace relationships

BSBPEF302 - Develop self-awareness

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!
For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
