



Certificate III in Business

BSB30115



CHOOSE THE BUSINESS SKILLS YOU
NEED TO START YOUR CAREER IN
BUSINESS

About This Course

The Certificate III in Business will ensure that you develop key business skills in customer service and workplace safety, and then provides the flexibility to allow you to choose electives that suit your specific needs. Elective options include business writing, time management, purchasing and many office computer applications such as word processing and spreadsheets.

By selecting the subjects that best suit you, the Certificate III in Business will give you the necessary skills you need to stand out in the world of business! And with the help from our experienced Student Advisers, you will be able to learn new skills and gain the practical knowledge you need to achieve your career goals.

Subject Choices

3-5 Electives are required (depending on subjects chosen)

- Work Roles and Priorities
- Critical Service Skills
- Contribute to WHS
- Business Writing Basics (E)
- Word Processing Skills (E)
- PowerPoint Presentations (E)
- Outlook - Email Communication (E)
- Keyboarding and Business Technology (E)
- Purchase Business Resources (E)
- Leadership - An Introduction (E)
- Manage Online Transactions (E)
- Spreadsheets - An Introduction (E)
- Workplace Mail and Documents (E)
- Recordkeeping Functions (E)
- Essential Selling Skills (E)
- Desktop Publishing Introduction (E)
- Recommend Products and Services (E)
- Records and Workplace Information (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 8 months

Group Training:
Workshops available

Course Fees: \$3,300 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
\$1,000	\$350	\$3,300	\$787	\$3,300	\$3,300	\$3,300	\$1,219

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$3,300	\$350		\$787				

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$350	\$3,300	\$787	\$3,300	\$3,300	\$3,300	

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320	\$100		\$1,572				
\$1,580							

* NSW fees depend on previous qualification levels

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

Entry Requirements

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
- 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:

Work Roles and Priorities

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. Also learn the importance of professional development activities.

Unit(s):

BSBWOR301 - Organise personal work priorities and development

BSBWRK311 - Develop self-awareness

BSBIND201 - Work effectively in a business environment

Critical Service Skills

Customer service is a key function in all job roles. This subject provides information and knowledge on identifying the customers needs and delivering good customer service. As well as covering practical service skills there is specific emphasis on customers with special needs, working in a culturally diverse workplace and effective complaint handling skills. In this subject you will also learn about typical procedures that businesses want applied to any complaints received, and how to best adapt your communication to the specific needs of the customer. An alternative assessment is available that specifically addresses internal customer service roles.

Unit(s):

BSBDIV301 - Work effectively with diversity

BSBCUS301 - Deliver and monitor a service to customers

BSBCMM301 - Process customer complaints

Contribute to WHS

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):

BSBWHS302 - Apply knowledge of WHS legislation in the workplace

Elective Subjects: 3-5 Electives are required (depending on subjects chosen)

Business Writing Basics

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 and write clearly.

Unit(s):

BSBWRT301 - Write simple documents

BSBADM302 - Produce texts from notes

Word Processing Skills

Learn key word processing skills that will allow you to create template documents, design and prepare multiple page documents, use mail merge and apply styles in accordance with any organisational style guides. You will also learn how to insert tables and images and an excel graph or chart into your word document to improve its readability and appeal.

Unit(s):

BSBITU313 - Design and produce digital text documents

BSBITU306 - Design and produce business documents

PowerPoint Presentations

PowerPoint is a powerful tool to prepare easy to read presentations. This subject covers the importance of being clear about the purpose of your presentations and looks at what you will need to do to prepare and plan your PowerPoint Presentation. Learn how to add content to your Presentation including hyperlinks, clip art, sounds and videos.

Unit(s):

BSBITU312 - Create electronic presentations

Outlook - Email Communication

Outlook is the most commonly used email communication program used by businesses. Throughout this subject you will learn how to use the different features and functions that Outlook has to offer, such as creating emails, contacts and tasks. Learn how to get organised by creating folders and scheduling appointments and meetings for both yourself and others.

Unit(s):

BSBADM307 - Organise schedules

Keyboarding and Business Technology

Keyboarding and Business Technology focuses on developing touch typing skills, and also using keyboard functions and short cuts. Important proofreading tips as well as safe computer work practices are addressed. Students are allowed to practice online with this subject so that they can achieve 30 words per minute at an accuracy of 98%.

Unit(s):

BSBITU307 - Develop keyboarding speed and accuracy

Purchase Business Resources

Significant cost savings can be made by managing the purchasing process. This subject looks at ways to cost equipment replacement, consumables and maintenance, and how to follow a companies purchasing procedures.

Unit(s):

BSBADM311 - Maintain business resources

BSBPUR301 - Purchase goods and services

Leadership - An Introduction

This subject gives students a grounding in leadership by giving an overview of the fundamentals, such as leadership styles, building trust, problem solving and delegating. Topics include: the effectiveness of positive self-talk; steps to identify and resolve conflict; using questioning to problem solve; and being able to identify and focus on the teams focus, goals and KPIs.

Unit(s):

BSBFLM312 - Contribute to team effectiveness

BSBFLM303 - Contribute to effective workplace relationships

Manage Online Transactions

Online transactions are an integral part of business today. This subject gives an overview of the elements of those transactions including: e-commerce, navigating the internet securely, online shopping, electronic banking and online purchasing. The subject also prompts for the terms and conditions of the online purchase to be checked.

Unit(s):

BSBITU315 - Purchase goods and services online

Spreadsheets - An Introduction

In this introductory subject, learn the fundamentals of working with excel, working with tables and formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create graphs or charts. You will be amazed at the potential excel offers you to improve work processes and manage data.

Unit(s):

BSBITU314 - Design and produce spreadsheets

Workplace Mail and Documents

This subject covers the handling and receipt of incoming and outgoing mail in accordance with Australia Post Guidelines. Topics also address other delivery systems such as couriers and DX mail. A key focus is to learn how to find the most cost effective delivery option that meets your required time frame for delivery.

Unit(s):

BSBINM303 - Handle receipt and despatch of information

Recordkeeping Functions

Record Keeping Functions is an introduction to records and the record keeping process. This subject will cover the legislative requirements of the specialist field of records management as well as records creation, and capturing and

classifying records. The content also covers the processes to register and tracking records as well as audits and key record keeping policies.

Unit(s):

BSBRKG301 - Control records

BSBRKG305 - Review recordkeeping functions

Essential Selling Skills

Essential sales skills include identifying the customers needs and the features of the product or service that will most benefit them. This requires good interpersonal and communication skills as well as the ability to be accurate when processing the sale. This subject covers these essential sales skills.

Unit(s):

BSBCUE304 - Provide sales solutions to customers

FNSSAM301 - Identify opportunities for cross-selling products and services

Desktop Publishing Introduction

This specialist desktop publishing subject shows you how to use the program Publisher to learn essential skills to create business cards, flyers, and newsletters. You will learn about using margin guides, text boxes, and inserting information. This subject requires students to download a trial version of Publisher, or to have it already.

Unit(s):

BSBITU309 - Produce desktop published documents

Recommend Products and Services

This subject focuses on the skills and knowledge required to develop knowledge of products and services in preparation for working with customers in service role or inbound or outbound sales. This subject requires you to undertake product research and answer case studies to demonstrate these skills.

Unit(s):

BSBPRO301 - Recommend products and services

BSBCUE309 - Develop product and service knowledge for customer engagement operation

Records and Workplace Information

Many workplace roles have responsibilities to gather, organise and apply workplace information to different work tasks. These requires an understanding of business record systems and key office technology. This subject looks at the range of filing and records systems as well as the types of uses for office computers and software. In addition it looks at ways business data can be presented for easier analysis and use.

Unit(s):

BSBINM301 - Organise workplace information

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have 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 being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system 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 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

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

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time 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.
