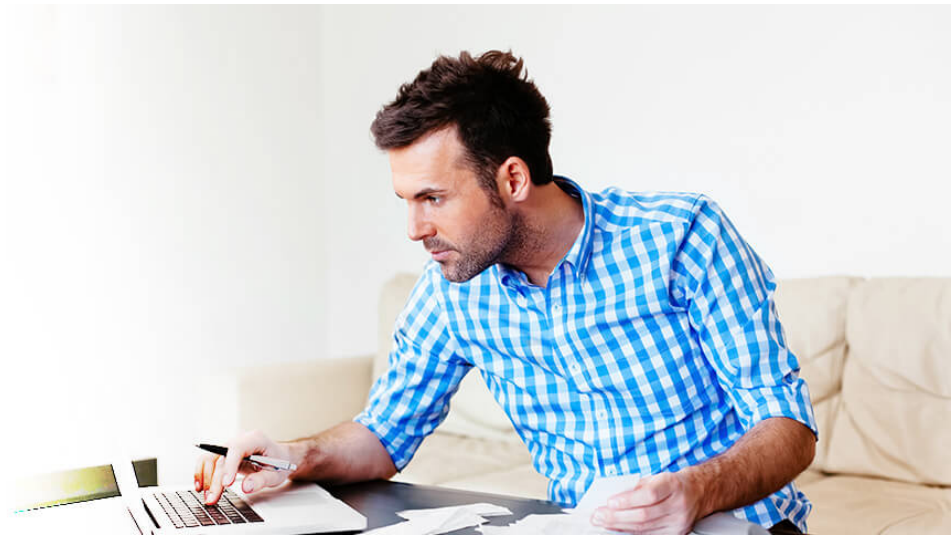




Certificate III in Micro Business Operations

BSB30315



LEARN THE ESSENTIALS OF HOME OR
MICRO BUSINESS OPERATIONS



About This Course

The Certificate III in Micro Business Operations is a course for those wanting to establish a home or micro business. Course content involves you researching your legal and insurance obligations . Then you will develop a detailed home or micro business feasibility proposal and learn how to plan for the needed finances for your home business. A range of electives allow you to tailor the course to specific home business needs.

If you have a home or micro business idea, as part of this online course determine the viability of your idea. If you have already started your business, key course subjects in the Certificate III in Micro Business Operations will help you organise your home business finances, and comply with taxation and insurance requirements.

Subject Choices

2 - 4 Electives (E) are required (depending on subjects chosen)

- Business Opportunities
- Small Business Legal Obligations
- Finance Essentials for Small Business
- Critical Service Skills (E)
- Purchase Business Resources (E)
- Workplace Safety (E)
- Business Writing Basics (E)
- Essential Selling Skills (E)
- Leadership Skills (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
	\$350	\$3,300					

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$350							

School Based Traineeship Fees for this Qualification:

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

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320	\$460						
\$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.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

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:

Business Opportunities

This subject steps you through the process to determine if your home, micro or small business idea is a viable one. Key factors like lifestyle needs, market influences and customer demand will be reviewed to identify the type of information you need to properly evaluate your business idea.

Unit(s):

BSBSMB301 - Investigate micro business opportunities

BSBSMB302 - Develop a micro business proposal

Small Business Legal Obligations

This subject explains in plain english different business ownership structures and types of insurances including public liability and professional indemnity Insurance. Also explained are employment law, contract law, and the latest Australian Consumer Law. Taxation obligations and ways to source professional services for specialist advice and services are covered.

Unit(s):

BSBSMB305 - Comply with regulatory, taxation and insurance requirements for the micro business

Finance Essentials for Small Business

Finances can be daunting for those considering starting a home or micro business. This subject steps you through the key knowledge you need to know to determine if your business idea will be a profitable one. Learn how to estimate start-up costs, financial viability and projected cash flow for your small business.

Unit(s):

BSBSMB303 - Organise finances for the micro business

BSBSMB304 - Determine resource requirements for the micro business

Elective Subjects: 2 - 4 Electives (E) are required (depending on subjects chosen)

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):

BSBCMM301 - Process customer complaints

BSBCUS301 - Deliver and monitor a service to customers

BSBDIV301 - Work effectively with diversity

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

Workplace Safety

This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):

BSBWHS201 - Contribute to health and safety of self and others

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

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

Leadership Skills

This subject is specifically designed to lay a strong leadership foundation for learners. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for anyone looking to build or enhance their leadership skills.

Unit(s):

BSBLDR401 - Communicate effectively as a workplace leader

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.
