Certificate III in Recordkeeping

ENTER THIS SPECIALIST FIELD AND START YOUR CAREER IN RECORDKEEPING
Large organisations have sophisticated records management systems. Start a career in this specialist professional field with the Certificate III in Recordkeeping. Learn about the control, retrieval and disposal of records, as well as the legislation and codes that apply to the record keeping sector. A wide range of elective options are available to meet your specific interests.

The Certificate III in Recordkeeping 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. Electives in customer service, business writing, wordprocessing and mail are some of the elective options.

Subject Choices

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

- Effective Recordkeeping
- Maintaining Records
- Disposal of Records
- Workplace Safety
- Critical Service Skills (E)
- Work Roles and Priorities (E)
- Business Writing Basics (E)
- Spreadsheets - An Introduction (E)
- Purchase Business Resources (E)
- Digital Communication & Appointments (E)
- Workplace Mail and Documents (E)
- Word Processing - An Introduction (E)
BSB30815
Certificate III in Recordkeeping

Key Course Facts

Start Date: Start immediately
Duration: Complete within 8 months

Delivery Options: On-line/Correspondence
Group Training: Workshops available

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:

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Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

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.

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:

Effective Recordkeeping
This subject is an introduction to efficient record keeping functions and policies within the specialised field of Records Management. Covering the legislative requirements of records management and creation, effective ways of capturing and classifying records to ensure accurate tracking for audit.

Unit(s):
BSBRKG301 - Control records
BSBRKG305 - Review recordkeeping functions

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

Unit(s):
BSBRKG303 - Retrieve information from records
BSBRKG304 - Maintain business records

Disposal of Records
Disposal of records covers off the ways to undertake disposal by using the disposal authority and record survey’s as well as determining disposal actions and legislative requirements.

Unit(s):
BSBRKG302 - Undertake disposal

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
Elective Subjects: 2 - 4 Electives 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

**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
- BSBWOR201 - Manage personal stress in the workplace

**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

**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

**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

**Digital Communication & Appointments**
This subject looks at the business use of email and other online technologies to communicate. It looks at the different features and functions of digital appointment scheduling applications, such as creating emails and creating meeting requests; as well as the process to determine when work colleagues are available for appointments.

Unit(s):
BSBADM307 - Organise schedules
BSBITU213 - Use digital technologies to communicate remotely

**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
BSBINM202 - Handle mail

**Word Processing - An Introduction**
In this introduction to word processing you will learn and develop key word processing skills that will allow you to create, style and prepare business documents. You will develop the experience to move and add text and using formatting techniques through practical activities. You will use Microsoft Word to prepare required documents using specific word processing features.

Unit(s):
BSBITU313 - Design and produce digital text documents
BSBITU306 - Design and produce business documents
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.