

# DP TRAINING



## COURSE BROCHURE

### **BSB30115 Certificate III in Business**

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### Course Information

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

There are no entry requirements for this qualification, however the preferred pathways for candidates considering this qualification include:

- BSB20115 Certificate II in Business or other relevant qualification

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.



This course is offered over 12 months.

This course is delivered via blended model which includes;

- Online Delivery, with Trainers/Assessors being available Monday – Friday between 8:30am – 4:30pm through email and/or telephone
- Office/business workplace, or for students whom do not have access to office/business workplace, D P training offers business/office classroom simulated environment at D P Training’s Bowen Hills premises

## Course Structure – BSB30115 Certificate III in Business



In order to gain the certificate, 12 units must be completed for this qualification, 1 Core unit and 11 Electives

Unit Code	Unit Name	Core/Elective
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Core
BSBCMM301	Process customer complaints	Elective
BSBCUS301	Deliver and monitor a service to customers	Elective
BSBDIV301	Work effectively with diversity	Elective
BSBFLM309	Support continuous improvement systems and processes	Elective
BSBINM301	Organise workplace information	Elective
BSBADM311	Maintain business resources	Elective
BSBWOR301	Organise personal work priorities and development	Elective
BSBWRT301	Write simple documents	Elective
BSBFLM303	Contribute to effective workplace relationships	Elective
BSBINM302	Utilise a knowledge management system	Elective
BSBPRO301	Recommend products and services	Elective

*# Students are required to complete all units listed. The course is expected to be completed in a maximum of twelve months. To attain the certificate all assessments and office/business workplace environment hours are required to be completed*

Students will be provided with all the Student Learning and Assessment materials for each unit of competency required to complete the course.

## COURSE ENTRY REQUIREMENTS

- be over 15 years of age, whom have finished or left secondary school
- undertake a Language, Literacy and Numeracy (LLN) Skills Indicator assessment questionnaire
- have technological skills to undertake computer/online work and have
- access to a computer and software with the following minimum specifications
  - *Microsoft Windows XP, or later, or Mac OS X or above; Microsoft Office or equivalent and Adobe Acrobat Reader/Adobe Flash Player and up to date internet browser*

## ENROLMENT REQUIREMENTS

- Photo Identification (Drivers Licence or Passport)
- All Completed forms from the enrolment pack
- Unique Student Identification Number (USI)
- Completed Language, Literacy and Numeracy Skills Indicator
- Ability to complete office/workplace hours, or classroom office simulation at D P Training, Bowen Hills premises

## LOCATIONS

- Cairns/Atherton
- Sunshine Coast
- Brisbane (*office/workplace simulation available only in Brisbane*)
- Gold Coast

## FEES

\*Full Fee for Service Program Fee: **\$1980**

or

\*Fee for Service Assessment ONLY (RPL): **\$1500**

or

***Funded via Investing in Skills - Certificate 3 Guarantee, a Queensland Government Initiative***

*Please refer to [https://www.dptraining.com.au/userfiles/file/c3g%2Dfactsheet%2Dstudent\(1\).pdf](https://www.dptraining.com.au/userfiles/file/c3g%2Dfactsheet%2Dstudent(1).pdf)*

*And for student contribution fees - <https://www.dptraining.com.au/individual-funding-available>*

**\*\*Concessional co-contribution fee - \$65; or non-concessional co-contribution fee - \$95**

*\*For full fee and fee for service Assessment ONLY (RPL) deposit and payment options, please refer to Fees policy and procedure in Student handbook – <https://www.dptraining.com.au>*

*\*\*For co-contribution eligibility and payment requirements, please refer to Fees policy and procedure in Student handbook - <https://www.dptraining.com.au>*