



BUILDING THE CAPABILITY OF STAFF
 Through the BSB30107 – CERTIFICATE III IN BUSINESS

ABOUT THE COURSE

This qualification reflects the role of individuals who apply a broad range of skills in varied workplace situations using some direction, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

ADDED VALUE

Included with the course comes free access to the Microsoft IT Academy, Certiprep (Practice Exams) and Certiport (Microsoft Office Specialist Exams). This gives you 24/7 online access to the Microsoft Office Certified Courses and Microsoft Office Specialist Certification.

WHO SHOULD ATTEND

This training is suitable for all industry sectors including sales, trades, manufacturing, services, retail, business services and more. It is ideally suited to roles in:

- Customer Service
- General Clerical
- Admin Assistants
- Receptionists
- Sales assistants

COURSE OUTCOMES:

You will be 'customer focused', comfortable recommending products / services to your clients, capable of using spreadsheets and producing text documents. You will know how to be well organised in your job, and how to prioritise your work and be innovative as a member of a team.

EMPLOYABILITY SKILLS

The learning design incorporates the 8 employability skills within the delivery methodology.

- Communication
- Teamwork
- Problem Solving
- Initiative and Enterprise
- Planning and Organising
- Self-management
- Learning

These employability skills are the generic skills that all employees need in their job at a Certificate III level qualification.

They are integrated into the learning process and assessments.

Integrity Business College encourages trainees with physical and / or intellectual disabilities to access funded training.

COURSE DELIVERY STRATEGY

The workshops address the required 12 units of competency for the BSB30107 Certificate III in Business.

By undertaking on the job learning activities and attending workshops, you develop your skills relevant to your job.

Included in the course are 2 workplace mentoring visits, the first being midway through the course and the second on completion of the program as well as an initial consultation with you and your employer.

Competency must be demonstrated in all of the 12 units of competency to be awarded the BSB30107 Certificate III in Business.

FEES

- Government Funding Available - This training can be delivered with Government funding to suitable applicants or on a Fee For Service basis.

ASSESSMENT

Assessment is ongoing during the program and includes undertaking workplace specific activities and obtaining feedback from your workplace supervisor.

REQUIREMENTS TO RECEIVE THE CERTIFICATE III IN BUSINESS

This qualification requires the demonstration of competency in **12 units of Competency**

COURSE OUTLINE

# Days	Dates	Workshop Topics	Unit(s) of competency addressed during workshops
1	T.B.A	Customer Service	BSBCUS301A Deliver and monitor a service to customers BSBCMM301A Process customer complaints
2	T.B.A	Using Microsoft Office 2007	BSBWRT301A Write simple documents BSBITU303A Design and produce text documents BSBITU304A Produce spreadsheets
2	T.B.A	Workplace skills	BSBOHS201A Participate in OHS processes BSBWOR301A Organize personal, work priorities and development BSBINN301A Organize workplace information BSBADM311A Maintain business resources
1	T.B.A	Team work	BSBDIV301A Work effectively with diversity BSBINN301A Promote innovation in a team
1	T.B.A	Sales	BSBPR0301A Recommend products and services

COURSE STRUCTURE

Our Integrity Business College Business Programs are delivered through a combination of on the job learning and a series of 1 or 2 day workshops that cluster relevant units of competency together into topics. These topics are reflective of the skill sets you require to do your job in the workplace. The workshop delivery is spread over 5 months. During the workshops you will engage in the adult learning process through active participation, discussion, networking, problem solving and 'hands on' learning activities relevant to your job. The delivery strategy is focused on building the skills you require to successfully do your job.

PREREQUISITES

There are no formal prerequisites for this qualification.

RECOGNITION OF PRIOR LEARNING (RPL)

Many individuals may already be competent in one or more of the units of competency. RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve your submission of evidence in the form of a portfolio.

WANT TO KNOW MORE?

CALL 1300 731 451

TO REGISTER YOUR INTEREST: info@integritybusinesscollege.com or fax this page to 03 9372 9382.

Your Name _____ Organisation: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

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