



BSB30115 Certificate III in Business

INFORMATION BOOKLET

“The code, title and current status of Eagle Academy courses can be found by visiting the National Register, www.training.gov.au and entering the course code into the search field”



BSB30115 Certificate III in Business Information Sheet 2015

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

The key clients for this qualification are domestic and international learners who wish to work as customer service adviser, data entry operator, general clerk, administration officer, or word processing officer.

Course Length:

6 months (28 weeks, made up of 20 weeks tuition, and 8 weeks holiday).

Students may commence study with induction on any Monday as approved by the Director, and general classes operate all weeks except holiday periods (See the Academy's Academic Calendar).

Cost: (See Payment Options info. sheet).

*Payment arrangement's available

*Discounts may apply (Check online or call us for more information on current specials and payment options).

*Funding may be available for Domestic Students, See funding Info at: <http://eagleacademy.com.au/downloads/>

Inclusions: This course is available at Brisbane and Gold Coast locations. More course and campus information can be found on the All Course and Campus Quick Guide. Students can commence any Monday of an Academic term. The fees include everything that students require to complete the course.

On campus student computers are available on a first in first served basis. We suggest that you bring your own (BYO) Laptop/Tablet if you have one. This will ensure that you have access to a computer for your formal assessments.

Pre-requisites:

- English to a "not well+" level (NRS Level 2 or equivalent).
- Completion of Year 9 (Australia), or equivalent.
- Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. See Student Handbook for details.

Students must study all 12 units below to gain the Qualification.

BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBITU302	Create electronic presentations
BSBCUS301	Deliver and monitor a service to customers
BSBSUS301	Implement and monitor environmentally sustainable work practices
BSBADM311	Maintain business resources
BSBWOR301	Organise personal work priorities and development
BSBCMM301	Process customer complaints
BSBINN301	Promote innovation in a team environment
BSBPRO301	Recommend products and services
BSBFLM309	Support continuous improvement systems and processes
BSBDIV301	Work effectively with diversity
BSBWRT301	Write simple documents

All Visa students please note:

ATTENDANCE IS NOT RECORDED OR MONITORED FOR VISA COMPLIANCE PURPOSES. However, students are expected to attend 15 hours per week, with a further 5 hours per week delivered as Distance Education (Study done at home in the form of completion of set tasks or Workbooks). **Failure to attend regularly will see progress suffer, and students may be reported for unsatisfactory progress.**

PROGRESS IS MONITORED FOR VISA COMPLIANCE PURPOSES:

The Academy has implemented the DIBP Course Progress Policy and Procedures. More detail is available in the Student Handbook, but basically a student will be reported if they fail to gain competency in half of the units completed in consecutive study periods. Competency for each Unit is determined by three or four methods. Each occurs on a weekly/ fortnightly basis, hence regular attendance is important:

- Knowledge tests;
- Observation of skills, and oral questioning;
- Completion of activities.
- Completion of Workbooks

Visa students should be aware that agents can act on our behalf to recruit students. These agents are listed on our website.

All Domestic and VISA students please note:

You have rights with regards to refunds, complaints and appeal processes. These rights are outlined in detail, in the Student Handbook, and you **MUST** acquaint yourself with them prior to enrolment.

The refund policy will also cover what your rights are should we, as the RTO, or a third party training organisation closes, or ceases to deliver any part of the training product that you were enrolled in. In short, we would make arrangements suitable to yourself, to access another provider delivering that training, OR we offer you a refund.

All Domestic students please note:

FUNDING: Some of our courses have Government funding available. To find out if you are eligible for funding, please read the information sheets on the download page of our website <http://eagleacademy.com.au/downloads/> or contact info@eagleacademy.com.au.

Coolangatta Students:

The hours of this course will be tailored to suit the student, and the supervising trainer(s). You will work closely with your trainer to determine a schedule to ensure you complete all required units within the time allocated for your course. Trainer supervision and tutorial times will therefore vary depending on which campus the course is undertaken, and student / trainer timetable.