



## Information Sheet **BSB30115 Certificate III in Business**

CRICOS Code: 086826B

The code, title and current status of Eagle Academy courses can be found by visiting the National Register, [www.training.gov.au](http://www.training.gov.au) and entering the course code into the search field

The Eagle Academy is responsible for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation. This includes where a Third Party provides part of the training and assessment.



### **BSB30115 Certificate III in Business – Information Sheet**

- Course Description:** 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: 20 weeks tuition + 8 weeks holiday)
- Mode of Study:** Full Time, Part Time (domestic only), Distance Education (domestic only)
- Hours per Week:** Full time: 20 hours per week (15 hours on campus + 5 hours distance education)
- Commencement:** Any Monday of academic term. See Academic Calendar on our website download page.
- Course Cost:** Ask for our Payment Options Sheet or see Quick Guide on our website download page.
- Payment Options:** Full or Split Payment
- Discounts:** See website specials including the price beat guarantee <http://eagleacademy.com.au/specials/>
- Gov. Funding:** May be available to eligible domestic students. Find more information here <http://eagleacademy.com.au/courses/australian-students/funding-and-support/>
- Pre-requisites:**
- English to a “Pre-intermediate” level
  - Completion of Year 9 (Australia), or equivalent.
  - Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. See website for details.
- 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. The fees include everything that students require to complete the course.  
Student Computers are available on a first in first served basis. We suggest that if you have your own Laptop/Tablet that you bring it with you. This will ensure that you have access to a computer for your formal assessments and you have your work with you at all times.
- Student Rights:** You have rights with regards to refunds, complaints and appeal processes. These rights are outlined in detail, in the Policies and procedures found on the download page of the website, 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
- Visa Students:** Be aware that agents can act on our behalf to recruit students. These agents are listed on our website.  
**ATTENDANCE IS NOT RECORDED OR MONITORED for visa compliance purposes. Progress Is Monitored For Visa Compliance Purposes:** The Academy has implemented a Course Progress Policy and Procedure. More detail can be found in the Policies and procedures found on the download page of the website.
- Units:** **Students must study all 12 units below to gain the Qualification**
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| 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   |
- More Information:** Ask our administration team or visit our website <http://eagleacademy.com.au/downloads/>