



Information Sheet
BSB30115 Certificate III in Business
Now with free “Extensive English Support” Option

CRICOS Code: 086826B

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.

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.

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.



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Course Length:	12 months (52 weeks: 40 weeks tuition + 12 weeks holiday)
Mode of Study:	Full Time, Part Time (domestic only), Distance Education (domestic only)
Hours per Week:	Full time: 20 hours per week (13.5 hours on campus + 6.5 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:	<ul style="list-style-type: none"> 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.
Inclusions:	<p>This course is available at Brisbane and Gold Coast locations as a self-paced/ flexible timetable option or with Extensive English Support for those students with limited English ability. We understand that everyone is different, so we try to make our courses as inclusive as possible, by offering options that allow for full access and equity. Both options include the maximum Distance Education allowance of 33%, meaning you can do substantial work in your home.</p> <p>Self-paced option. This option suits domestic students or Visa students with a good English level (Intermediate or above). We offer a range of times to attend sessions including tuition, where you will be supervised and assisted to work through your course at a pace that suits you. Visa students must meet satisfactory progress requirements.</p> <p>Extensive English Support option. This option suits students needing to improve their English so they may succeed in the course, and as an advantage in the international business sector on returning home, where English is not the first language. Students have a slightly varied set of units focussing on better Business English, with the inclusion of a unit from the popular Certificate I in Spoken & Written English course. In addition, students can choose up to 7 hours per week of English support at no additional cost. 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.</p> <p>Student Computers are available on a first in first served basis.</p>
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 arrange 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.

Self-Paced: Complete 12 units 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

BSBSUS401 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/>

English Support: Complete 12 units to gain the Qualification

BSBWHS302 Apply knowledge of WHS legislation in the workplace

FSKOCM04 Use oral communication skills to participate in workplace meetings

BSBCUS301 Deliver and monitor a service to customers

FSKOCM05 Use oral communication skills for effective workplace presentations

BSBADM311 Maintain business resources

FSKWGT06 Write simple workplace information

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

FSKRDG04 Read and respond to basic workplace information