



CERTIFICATE III IN BUSINESS BSB30115

- Improve key skills needed for success in a business environment such as communication, teamwork, prioritizing and problem solving
- Learn to effectively use business software and technology for communicating, reporting and creating financial records

CRICOS code: 086819A

Campus

Brisbane, Sydney, Melbourne

Program Length

Maximum 64 weeks* (20 hours/week)

48 weeks study total

Includes 6 hours/week online study +
14 hours/week in class study

**48 weeks study + up to maximum 16 weeks
scheduled breaks*

*Length of the program may vary from 30 to 34 weeks
depending on the start date.*

2019 Start Dates

Jan 7, Feb 18, Apr 23, Jun 3,
Aug 5, Sep 16, Nov 18

SCHEDULE BREAKS

Apr 1 – Apr 19
Jul 15 - Aug 2
Oct 28 - Nov 15
Dec 23 – Jan 3

2019 Fees

Registration fee:	\$230
Material fees:	\$280
Tuition:	\$11,600

*RPL & Credit Transfer must be applied for upon enrolment
Late submission fee: \$50**

** All fees in Australian Dollars, payment by
installment is available on request and approval.*

Entry Requirement

- An overall equivalent of Australia's Year 10 school certificate. A prior working knowledge and experience of a business environment would be useful
- International students must meet a minimum language requirement of IELTS 4.5 with a minimum band score of 4.0. TOEIC 525 with a minimum reading score of 250. Direct entry is available through ILSC Intermediate 1 and above
- Students must be at least 18 at the commencement of studies
- Minimum entry requirements

Program Description

The Certificate III in Business provides learners with a diverse range of skills and knowledge for working in business. Students will cover a range of topics to prepare them for a variety of business industry positions such as customer service assistant, data entry operator, general clerk, payroll officer, typist, word processing operator and more. Students will develop the technical skills they need for business, as well as critically important soft skills, like communication and teamwork, that employers seek.

Successful graduates of the Certificate III in Business will be able to apply a broad range of competencies in varied work contexts, using some discretion, judgment and relevant theoretical knowledge. They will be able to provide technical advice and support to a team..

Sample Schedule/ Delivery Mode

In all of our programs, you will build a timetable which combines 6 hours per week of online study and 14 hours per week of in-class study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with foundation skills and PASS classes.

Weekday Schedule – Sample*

HOURS	MONDAY	WEDNESDAY
1:15 PM-3:15 PM	Foundation Skills	Foundation Skills
3:30 PM-5:30 PM	PASS	PASS
6:00 PM-9:00 PM	Lecture	Lecture

** Schedules may vary.*



ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne, ILSC Business College, Greystone College and ILSC Australia RTO Number 31564, CRICOS Code: 02137M.

Certificate III in Business units

COURSE NAME	DESCRIPTION
APPLY KNOWLEDGE OF WHS LEGISLATION IN THE WORKPLACE (BSBWHS302V2)	This is a CORE unit and describes the performance outcomes, skills and knowledge required to apply understanding of the Workplace health and safety (WHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with WHS legislation, codes and standards is achieved.
WRITE SIMPLE DOCUMENTS (BSBWRT301V2)	This unit covers the skills required to plan, draft and review a basic document before writing the final version.
MAINTAIN BUSINESS RESOURCES (BSBADM311V2)	This unit covers how to determine business resource needs based on the organisations, policies, needs and systems. It teaches how to ensure the resources comply with safety requirements, how to use technology to monitor and identify resource use and where to find business information.
PROCESS CUSTOMER COMPLAINTS (BSBCMM301V4)	This unit covers the skills and knowledge required to handle formal and informal negative feedback and complaints from customers. It covers responding to complaints, using effective communication, document negative exchanges, negotiation solution referring on and learning to exercise judgment to resolve issues.
DELIVER AND MONITOR A SERVICE TO CUSTOMERS (BSBCUS301V2)	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers. It includes areas like identifying customer needs, delivering a service to customers and monitoring the delivery and effectiveness of the delivery of that service.
WORK EFFECTIVELY WITH DIVERSITY (BSBDIV301V2)	This unit covers the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.
CONTRIBUTE TO EFFECTIVE WORKPLACE RELATIONSHIPS (BSBFLM303V2)	This unit presents the knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.
ORGANISE WORKPLACE INFORMATION (BSBINM301V3)	In this unit the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems are covered.
PROMOTE INNOVATION IN A TEAM ENVIRONMENT (BSBINN301V2)	This unit covers how to be an effective and pro active member of an innovative team. It develops knowledge of how to recognise the skills and needs of a team, how different kinds of members can contribute. How to organise and agree on effective ways of working together as well as how to support colleagues and identify how the team is working.
ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT (BSBWOR301V2)	This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.
IMPLEMENT AND MONITOR ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES (BSBSUS401V2)	This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

ILSC Training Facilities and Resources

ILSC campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended you bring your own laptop (device) to enhance your campus experience. All course resources are available to students via their personal login to the Learning Management System (Moodle). Students can track their progress and academic success.

Assessments

All units studied in this qualification will be assessed in at least 3 different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.

Course Completion

Students obtaining a 'Competent' result for all units studied will be issued a 'Qualification' – Certificate III in Business BSB30115 issued by ILSC Business College. Should a student not complete the full qualification, a 'Statement of Attainment' will be issued for the units which the student is deemed 'Competent'.

Recognition of Prior Learning and Credit Transfer

RPL and Credit Transfer can be applied for at the time of enrolment or during the orientation. Please refer to ILSC Business College website or VET Student Handbook for more information.

What is Nationally Recognised Training

All ILSC Business College programs are Nationally Recognised Training. The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

ILSC Brisbane Pty Ltd partners with local and global agents to engage with prospective students.