



## Certificate III in Business (BSB30120)

### Recommendation and course completion

Students who wish to study the BSB30120 Certificate III in Business are required to complete a Language, Literacy, Numeracy and Digital Literacy assessment to determine suitability for the course. Cairns School of Distance Education recommends that students considering this course have a B level of achievement or above in English and Mathematics. A pre-enrolment interview may also be required, outlining entry level employability skills and study planning responsibilities to ensure required graduate standards and certification timelines are met.

**Timing:** The course is delivered from the beginning of Term 1 in the first year, to the end of Term 3 the following year (18 months).

### Achievement

- Upon successful completion of all units of competency, graduates will achieve a tertiary (AQF Level 3) BSB30120 Certificate III in Business qualification.
- The course provides opportunities for students to enhance their employability skills, completing a range of business workplace tasks relating to personal and workplace goals, working with others, customer service, sustainability practices and producing business documents.
- Graduates can add the qualification to their Curriculum Vitae. A graduate's study pathway may include training and employment in a range of Business Certificate IV and/or Diploma pathways, or other tertiary qualifications

### QCE credits and ATAR

- Students are eligible for up to **8 QLD Certificate of Education (QCE) credits** a upon successful completion of all units of competency within the qualification.
- Students who complete this AQF Level 3 qualification while at school may be able to use this as the basis of admission to a higher education course. Students are encouraged to research their university entrance options
  - Note: Each AQF Level 3-6 qualification completed while at secondary school will have a scaled score that can be included in a trainee's Australian Tertiary Admission Rank (ATAR)

### Assessment and Reporting

This course is offered in partnership with Prestige Service Training (RTO ID 31981). Students who enrol in , will enrol with Prestige Service Training and any qualification or statement of attainment will be issued by Prestige Service Training.

The BSB30120 Certificate III in Business uses competency-based assessment.

- This is the process of collecting evidence and making judgements about whether competency has been achieved and can be demonstrated, including both skills and knowledge, to confirm whether an individual can perform to the standards expected in the workplace and by industry.

There are 2 - 3 Assessment Tasks per unit, consisting of:

1. Knowledge Questions (theory) and,
2. Projects (practical scenarios / simulated training) and,
3. Projects tasks sometimes require a Trainer/Assessor scheduled observation

Upon enrolment, students gain access to Prestige Service Training's course learning and assessment materials in online learning portal, *aXcelerate*. All assessment is submitted and written feedback provided via *aXcelerate*.

In Vocational Education Training (VET) students receive a 'satisfactory' and or 'not yet satisfactory' for submissions, not a grade. 100% of questions need to be correct to be marked 'satisfactory' in an Assessment Task.

- Trainees are provided with written feedback on responses marked 'unsatisfactory' and have 3 attempts at demonstrating competency.
- When all assessment tasks have been completed with an overall 'satisfactory' result, a trainee will be marked 'Competent' in a Unit.

There is an expectation of weekly task/assessment submissions outlined on the course Work Rate Calendar.

Semester reporting to parents/ carers/ base school supervisors will occur.

- Trainee's course academic result is reported as 'Working Towards Competency' (WTC) until they have demonstrated 'Competency' in each unit.
- 'Competency Achieved' (CA) will be reported for individual units and the course result once all assessment is completed and 'Competency' demonstrated by trainee.
- Progress information is provided throughout the course

### Course delivery

Cairns SDE Trainer/Assessors in partnership with Prestige Service Training, deliver this course through a multi-mode approach. It combines trainer-led theory sessions via Collaborate conferencing with online activities, individual and small group project scenario / simulated training activities / discussions and independent learning.

Students receive a Cairns SDE Work Rate Calendar, which outlines their course work schedule and required submissions.

### Course structure

Prestige Service Training's BSB30120 Certificate III in Business certification requires successful completion of all 13 Units of Competency consistent with the qualification packaging rules: six Core units and seven Elective units. The course is structured with the delivery of approximately 2x units per term in the following order:

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| BSBPEF301 Organise personal work priorities                           |
| BSBXCM301 Engage in workplace communication (Core)                    |
| BSBWHS311 Assist with Maintaining Workplace Safety (Core)             |
| BSBTWK301 Use inclusive work practices (Core)                         |
| BSBCRT311 Apply critical thinking skills in a team environment (Core) |
| BSBOPS304 Deliver and monitor a service to customers                  |
| SIRXPDK001 Advise on products and services                            |
| BSBOPS305 Process customer complaints                                 |
| BSBTEC302 Design and produce spreadsheets                             |
| BSBTEC301 Design and produce business documents                       |
| BSBPEF201 Support personal wellbeing in the workplace (Core)          |
| BSBPEF302 Develop Self Awareness                                      |
| BSBSUS211 Participate in sustainable work practices (Core)            |

**Note:** Credit transfer/Recognition of Prior Learning (RPL) may be sought for units if completed in a previous qualification. This will be considered and processed within Business Services Training Package, RTO and QCAA limits.

Students who achieve the full qualification receive a BSB30120 Certificate III in Business and a record of results for all units of competency. Students unable to achieve the full qualification receive a Statement of Attainment for any successfully completed Units of Competency.

### Student requirements

Weekly access to a computer and the internet, computer headset and microphone, email, printer, scanner, telephone, stationery. Access to a digital camera and digital video recorder.

Some software is available once enrolled at Cairns SDE. Trainees will use CANVAS, Collaborate, Adobe, and the Microsoft Office 2010 + suite.

## Resources

Upon enrolment, students gain access to Prestige Service Training's course learning and assessment materials in online learning portal, *aXcelerate*.

## Enrolment information

- Unique Student Identifier (USI) is required for enrolment. See [www.usi.gov.au](http://www.usi.gov.au) for more information
- **Course fee \$450.00.** Fee includes one Certificate and Academic Transcript, or one Statement of Attainment. Additional copies required will be at trainees' cost.
- Course enrolment closes Week 3, Term 1 of first year. New enrolments after this time will require an interview with VET HoD and will be accepted under exceptional circumstances only.
- Refunds: If course exited early, in exceptional circumstances an application for partial refund may be considered by Cairns SDE in negotiation with Prestige Service Training.

## For school-based applications

This course is 0.4 FTE. A school-based enrolment is supported in a trainee's school week schedule.

## Additional information

This course is available at a significantly reduced cost. It is not a VETiS/other funded course.



BSB30120 Certificate III in Business is a nationally recognised qualification from the BSB Business Services Training Package. This course meets the legislated and regulatory standards for consistency, integrity and rigour set by the Australian Skills Quality Authority (ASQA), the Australian Qualifications Framework (AQF), and the Queensland Curriculum and Assessment Authority (QCAA).

## Registered Training Organisation (RTO)

Prestige Service Training

RTO ID #31981

**Disclaimer** All of the above information is accurate at the time of publication.