

Certificate III in Business

COURSE CODE	BSB30115
LOCATIONS	Warrnambool
STUDY MODE	Full-time, Traineeship, Workplace, Workshops
Length	12 months
Commencement	Start any time
Timetable	One workshop a month on campus plus workplace training

Course Overview

This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.

Study from home during COVID-19 restrictions

Whilst we pride ourselves on our hands-on training, we have had to adjust most of our courses for study from home and remote learning during the COVID-19 restrictions. This means courses will be delivered using a range of methods including online learning, virtual classrooms, workbooks and direct contact with your teacher.

Given the government restrictions that are now in place to reduce the spread of coronavirus in Australia, we expect this new model of study will continue until the government makes changes to these restrictions.

Introduction

Begin your career in the business industry with the Certificate III in Business.

This traineeship allows you to learn a variety of skills and knowledge while working within a business environment. Under the supervision by a qualified person, you will gain practical skills to be applied to your chosen industry including retail.

Upon successful completion of the traineeship, you will be equipped to secure ongoing employment in your chosen area of business or continue to expand upon your skills with further study.

What will I Learn?

During this traineeship, you will develop the skills and knowledge to:

- write and design business documents
- create spreadsheets
- organise work priorities
- create presentations
- customer engagement
- organise schedules
- process customer complaints

Your employer may choose from a medical, finance or retail suite of units to suit their business needs.

Course Outcomes and Career Opportunities

After successfully completing this qualification, you will be equipped with the skills technical advice and support to a team. You may gain employment as:

- Clerical officer
- Customer service officer
- Data entry operator
- Information Officer
- Payroll officer
- Word processing operator
- Sales assistant
- Senior sales assistant
- Customer service assistant
- Point-of-sale operator

Pathways

After successfully completing this qualification, you may choose to continue further study in the business industry at Certificate IV or Diploma level such as the [Certificate IV in Business Administration](#).

You may also choose to expand your skills in bookkeeping or financial courses such as the [Certificate IV in Accounting and Bookkeeping](#).

Course Requirements

This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.

Entrance requirements & pre-requisites

You must be employed as a trainee in a suitable business before commencing this course.

If you are currently **not** employed in this field, please contact the [Skills and Jobs Centre](#) for further advice on 1300 648 911.

Apprenticeship/Traineeship Entry Requirements

You need to be employed in this field before commencing this course. If you are currently **not** employed in this field please contact the Skills and Jobs centre for further advice on 1300 648 911.

Course requirements

To be eligible to be awarded this qualification, you must successfully complete 12 units: 1 core and 11 elective units.

Units offered

Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
BSBWHS302	Apply knowledge of WHS legislation in the workplace	20	\$0.00

Elective Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
BSBADM307	Organise schedules	15	\$0.00

BSBADM405	Organise meetings	20	\$0.00
BSBCMM301	Process customer complaints	30	\$0.00
BSBCUE203	Conduct customer engagement	100	\$0.00
BSBDIV301	Work effectively with diversity	30	\$0.00
BSBFLM312	Contribute to team effectiveness	40	\$0.00
BSBITU306	Design and produce business documents	80	\$0.00
BSBITU309	Produce desktop published documents	50	\$0.00
BSBITU312	Create electronic presentations	20	\$0.00
BSBITU313	Design and produce digital text documents	90	\$0.00
BSBITU314	Design and produce spreadsheets	35	\$0.00
BSBPUR301	Purchase goods and services	60	\$0.00
BSBSUS401	Implement and monitor environmentally sustainable work practices	40	\$0.00
BSBWOR301	Organise personal work priorities and development	30	\$0.00
SIRRINV001	Receive and handle retail stock	35	\$0.00
SIRXIND002	Organise and maintain the store environment	20	\$0.00

Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this either in your own workplace (where appropriate), through a practical placement, or by using one of the Institute's simulated workshops/classrooms. Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

After applying

Once you have applied for your chosen course, you will receive a thank you email from South West TAFE with a few steps to help process your enrolment.

Complete a Pre-Training Review

You will receive an email to complete a Pre-Training Review online evaluation. This evaluation helps us tailor your training to suit your needs.

Create or provide a Unique Student Identifier (USI)

A USI is a nationally recognised reference number that provides an online record of your training qualifications gained in Australia.

[Create your USI](#)

Already have a USI but can't remember it? [Find your USI](#)

Skills recognition

If you have experience or prior qualifications, you may be eligible to apply for [recognition of prior learning](#) and gain credits. You will be asked to provide any relevant Statement of Attainment to support identified credits.

Fees

This section gives you an overview of course fees, subsidies, and how they can be paid.

Course Fees

Here's an outline of fees and costs associated with your course.

Your fees each year can be made up of 3 different elements. Everyone has different circumstances that can affect what you pay and how much you pay. :

1. Tuition fees - charged as an hourly rate that varies from course to course. A large portion of the tuition is subsidised by the Victorian Government for eligible students.
2. Resource and/or materials costs - covers the cost of materials and other incidentals. This fee will vary according to the course being undertaken.
3. Booklist items - such as textbooks, equipment and stationery recommended for your course

Tuition fees

There are 4 different rates of tuition fees. Only one will apply to you (depending on your eligibility and circumstances).

1. Government Subsidised Fee - you could be eligible for a government-subsidised rate under the Skills First funding depending on your age, educational history, and citizenship or residency status. If you are eligible, the government will contribute to the cost of your training. [Check your eligibility](#)
2. Government Subsidised Concession Fee - If you are eligible for a Skills First government-subsidised place and hold a current healthcare or pension card, that you can provide at enrolment. You may be eligible for the concession rate. [Find out more about concession rates](#)
3. Free TAFE - Students who are eligible for Victorian government-subsidised training will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). Any resource or material costs, or booklist items for this course are listed in the table below.
4. Full fee - If you are not eligible for a Skills First government-subsidised place, exemption, concession or are enrolling in a course that isn't government-subsidised, you may be required to pay the full fee rate.

FIND OUT MORE ABOUT FEES AND ELIGIBILITY

The fees listed below are indicative only and may be subject to change without notice and given individual circumstances. Your actual fees will be calculated based on your individual circumstances at the time of enrolment. Funding made available to eligible individuals by State and Commonwealth Governments. If funding is utilised, this may affect future opportunities to access additional funding in the future.

Course fees by student type	Indicative Course Fee
Government subsidised rate (if eligible)	\$2,645.00
Concession rate	\$530.00
Full fee rate (if not eligible for govt subsidy)	\$6,820.00

Additional course fees	Indicative Course Fee
Course consumable/materials (approximate)	\$240.00

Resource and/or materials costs

Some courses require specific resources or materials necessary for your study eg: tools of the trade, excursions, etc. Final costs will be determined upon enrolment.

How do I pay my fees?

Once we have processed your enrolment form, you will receive an email with your invoice.

You have [three options when organising your payment](#):

1. [Upfront payment](#) - can be made over the phone with EFTPOS
2. [Payment plan](#) - can be directly debited from your bank account, debited from your Centrelink payments or via a [VET Student Loan](#) (for diploma or advanced diploma courses only)
3. [Paid by employer, school or job network agency](#) - if your fees are being paid by your employer, school or job network agency, you will need to complete an Authority to Invoice form.

Payments will need to be arranged within five(5) business days of receiving the email containing your invoice.

We also offer a range of [scholarships](#) each year which you may be eligible to apply for to assist with course fees.

Next Steps

Ready to take the next step? Here you can make an enquiry, attend an information session or begin the application process.

Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our Careers Coaches at the [Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you. Call, email or drop in.

Call 5564 8515 or email skillsandjobscentre@swtafe.edu.au

How to apply for an apprenticeship or traineeship

There are five simple steps to apply for an apprenticeship or traineeship with us.

1. **Find a job** - find a job as an apprentice or trainee through an Apprenticeship Centre or Group Training Company.
2. **Register** - register with an Australian Apprenticeship Support Network (AASN) and nominate SWTAFE as your training provider (your employer will usually do this for you).
3. **Complete a pre-training review** - SWTAFE staff will contact you to organise your Pre-Training Review once your AASN contract registration is complete.
4. **Enrol** - complete the enrolment form provided to you and provide your identification.
5. **Sign** - once you've completed your enrolment form and verified your identification you will receive your student declaration form to review and sign. You can sign this digitally via your smartphone, computer or tablet.

If need any assistance with applying, [contact our Customer Service team](#) on 1300 648 911 or [visit your nearest campus](#).

Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).