



BSB30115 Certificate III in Business

Outline	<p>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. Job roles and titles vary across different industry sectors.</p> <p>NDA aims to deliver this qualification to learners who are employed in roles such as: customer service advisor; data entry operator; general clerk; payroll officer; typist; word processing operator.</p>			
Currency	Current. Supersedes and is equivalent to BSB30112 Certificate III in Business.			
Locations	<p>NDA has professionally equipped training centres in Hobart, Launceston and Devonport. NDA provide a consistent service state-wide. Address and contact details for the training centres can be found on the NDA website – http://www.nda.com.au/aboutnda/officelocations.asp.</p>			
Entry requirements	There are no entry requirements for this qualification.			
Individual units	Where NDA delivers a unit of competency or a skill set, the amount of training delivered is proportionate to the Australian Qualification Framework (AQF) requirements for the full qualification.			
Packaging rules	<p>Total number of units = 12 (1 core unit plus 11 elective units).</p> <p>7 of the elective units must be selected from the elective units listed below.</p> <p>4 elective units may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level.</p> <p>If not listed below, 1 elective unit may be selected from a Certificate II qualification and 2 elective units may be taken from a Certificate IV qualification.</p> <p>Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome. Learners can choose from the following list of electives (not all elective units under the packaging rules can be delivered by NDA).</p>			
Core Units	Code	Title	Training courses	Hours
	BSBWHS302	Apply knowledge of WHS legislation in the workplace		20
Elective Units	BSBCUS301	Deliver and monitor a service to customers	Superior Customer Service	35
	BSBDIV301	Work effectively with diversity		30
	BSBFIA301	Maintain financial records	MYOB Setup & Operation	60
	BSBADM311	Maintain business resources		15
	BSBINM301	Organise workplace information		30
	BSBINM302	Utilise a knowledge management system		50
	BSBFLM306	Provide workplace information and resourcing plans		40
	BSBINN301	Promote innovation in a team environment	Managing Change	40
	BSBCMM301	Process customer complaints	Conflict Resolution	30
	BSBITU301	Create and use databases	Access Introductory	30
	BSBITU302	Create electronic presentations	PowerPoint	20
	BSBITU303	Design and produce text documents	Word Intermediate	90
	BSBITU304	Produce spreadsheets	Excel Introductory	35
	BSBITU305	Conduct online transactions		40
	BSBITU306	Design and produce business documents	Word Intermediate	80
	BSBITU309	Produce desktop published documents	Publisher	50
	BSBFLM309	Support continuous improvement systems and processes		40
	BSBFLM305	Support operational plan		40
BSBPRO301	Recommend products and services		20	

	BSBPUR301	Purchase goods and services		60
	BSBSUS401	Implement and monitor environmentally sustainable work practices		40
	BSBWOR301	Organise personal work priorities and development	Time Management	30
	BSBFLM303	Contribute to effective workplace relationships		40
	BSBFLM312	Contribute to team effectiveness		40
	BSBFLM311	Support a workplace learning environment		40
	BSBWOR302	Work effectively as an off-site worker		25
	BSBWRT301	Write simple documents	Business Writing Skills, Basics	30
Duration	The duration of this qualification is typically 12 - 24 months. This duration could either be reduced or extended depending on the existing skill, knowledge and workplace experience of the learner. The amount of training will be determined by the assessor during the induction visit and an individual training plan developed that takes the above into account, as well as language, literacy and numeracy capabilities. Formal learning activities provided by NDA are listed in modes of delivery (see below).			
Course fee	<p>Enrolment fee: \$600 (non-refundable).</p> <p>Course fee: \$1,951 (inclusive of all resources, training and assessment services including attendance at relevant NDA training courses).</p> <p>Total course fee: \$2,551</p> <p>Replacement certificate fee (if required): \$30 (plus GST).</p> <p>Fees are not levied for credit transfer applications or transition for superseded qualifications.</p> <p>'Fee for Service' learners (i.e. those without funding) are billed for 50% of the fee one month after enrolment (less the \$600 enrolment fee), 25% when half the units are completed or half the time has elapsed (whichever comes sooner) and 25% on completion. These amounts are non-refundable.</p> <p>Optional assessments (individual unit): \$110 per unit invoiced one month after enrolment.</p> <p>All fees are to be paid before a statement of attainment / certificate is issued.</p> <p>NDA's fees and refunds policy - http://www.nda.com.au/traineeships/overview.asp</p>			
Government training entitlements	State Government provides funding for new and existing workers under the User Choice program. This funding can pay all or most of the qualification costs. User Choice only applies to certain qualifications within NDA's scope of registry. To find out if you are eligible please contact NDA on 03 6334 4910.			
Modes of delivery / volume of learning	<p>An NDA assessor develops a training plan in consultation with the learner and their supervisor (if applicable). The plan is tailored to achieve the learner's need and specific workplace outcomes that align with the qualification.</p> <p>Learners are reviewed for existing skills, prior knowledge and workplace experience. Where skill gaps are identified, additional support is available through training courses at NDA. Training consists of face-to-face, trainer-led classes that include small group and individual activities.</p> <p>The training plan outlines the modes of delivery and the units to be assessed at regular assessment visits agreed with the learner, their supervisor (if applicable) and the NDA assessor.</p> <p>Modes of delivery provided by NDA include:</p> <ul style="list-style-type: none"> Face to face, trainer-led classroom sessions combined with self-paced learning. Depending on electives chosen, this may comprise up to 105 hours of classroom tuition plus 4 - 8 hours per week of self-paced study. Self-paced learning without attending classroom sessions: 5 - 10 hours per week (this can include time spent at the workplace on relevant tasks). Online study: 5 - 10 hours per week. <p>These estimates assume no prior knowledge or skills on the part of the learner.</p>			
Assessment evidence techniques	<p>NDA assessment tools meet the principles of assessment and rules of evidence outlined in the Australian Skills Quality Authority (ASQA) standards.</p> <p>The assessment tools allow the learner to choose the evidence that they provide to the assessor.</p> <p>NDA assessment tools that provide evidence include:</p> <p>Activities</p> <ul style="list-style-type: none"> Learners are provided with workbook resource material for each of the 12 units of competency in this qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor. <p>Questions and answers</p>			

	<p>If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.</p> <p>Project or workplace evidence</p> <p>The projects are designed for the unit of competency. These are generic projects and may not correlate to the learner's industry. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.</p> <p>Supervisor/assessor/third party report</p> <p>This report allows the learner's supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn't have a supervisor then the assessor or a third party can perform this task.</p> <p>RPL portfolio</p> <p>Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency. NDA's RPL policy - http://www.nda.com.au/traineeships/overview.asp.</p> <p>NDA training course</p> <p>NDA offers training courses that align to some units of competency. These are listed in the training course column of the core and elective units in the above table. Assessment activities completed during these training courses can lead to competency in the aligned unit. During the induction learners will discuss with their assessor which training courses they will attend, ensuring the courses are relevant to their work.</p> <p>NDA assessment tools are mapped against the elements and performance criteria to confirm that the learner can show competency in each unit for the qualification. Critical aspects for assessment are included in the mapping process to ensure that all the essential skills are demonstrated.</p> <p>NDA encourages learners to submit evidence gathered prior to each assessment visit to their assessor. This allows the NDA assessor to identify any gaps in evidence and supply additional evidence, if required.</p>
Materials and equipment	Learners will require access to a laptop or personal computer and an internet connection to be able to access vocational learning materials.
Statement / Certificates	NDA is responsible for the quality of the training and assessment in compliance with ASQA standards and for the issuance of the AQF certification documentation. A Statement of Attainment is issued when a unit of competency (i.e. individual unit) is successfully completed. A Certificate of Completion is issued when a qualification is successfully completed. NDA's scope of registration allows the issuance of AQF certification documentation.
Support	<p>NDA provides a variety of delivery modes and assessment evidence techniques to support the learner to meet the requirements of the qualification.</p> <p>Where language, literacy and numeracy gaps or physical barriers are identified NDA will use strategies to address gaps and support the learner throughout the qualification.</p>
Learner rights	<p>In the unlikely event NDA stops operating as an RTO, learners will be transferred to another RTO with the qualification on scope of registry. For funded learners the apprenticeship centre will be contacted to organise transfer documentation.</p> <p>In the event NDA is not able to provide the agreed services or the arrangement is terminated early, NDA will refund the appropriate amount of fees paid upon agreement of training and assessment provided. This agreement is negotiated between the learner and an NDA Director.</p> <p>NDA will notify learners of any changes to the agreed services as soon as possible or within 14 days.</p>
Documentation	NDA's complaint and appeals policy is located on the NDA website - http://www.nda.com.au/traineeships/overview.asp . This explains the steps to be followed should a learner or employer wish to make a complaint or appeal an assessment.
Industry relevance	NDA's training and assessment strategies are relevant to the needs of industry and informed by industry engagement. We implement a range of strategies to achieve this and use the outcomes to update training and assessment materials, select suitable resources and monitor practices.
Trainer / assessor competence	NDA employs trainers and assessors who either possess the relevant vocational competencies at least to the level of the training and assessment to be delivered, or who have equivalent commercial experience.
Other documents	<p>Other documents that form a part of the NDA Training & Assessment Strategy (TAS) include:</p> <ul style="list-style-type: none"> • Induction materials • Assessment tools • Learning materials

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| | <ul style="list-style-type: none">• Activity books |
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