



- 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

## 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.*

## Schedule

Weekday: Brisbane, Sydney, Melbourne

Weekend: Brisbane, Sydney, Melbourne

## 2020 Start Dates

Jan 6, Mar 9, Apr 20, Jun 22, Aug 3,  
Oct 5, Nov 16

### SCHEDULED BREAKS

Feb 17 – Mar 6, Jun 1 – Jun 19,  
Sep 14 – Oct 2, Dec 28 – Jan 1, 2021

## 2020 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

## Program Description

The Certificate III in Business (BSB30115) 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 (BSB30115) 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.

You must attend both lectures, as each lecture covers different content. PASS classes are Practical Assessment Support Sessions. In PASS classes, you will meet with your trainer to discuss any questions you may have about study or assessments. Foundation Skills sessions help you build language and other skills for business. You will learn to speak and present ideas with confidence. Topics include running meetings, writing business emails, negotiating and giving presentations.

## 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.*



## Certificate III in Business (BSB30115) units

COURSE NAME	DESCRIPTION
<b>APPLY KNOWLEDGE OF WHS LEGISLATION IN THE WORKPLACE (BSBWHS302)</b>	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.
<b>WRITE SIMPLE DOCUMENTS (BSBWRT301)</b>	This unit covers the skills required to plan, draft and review a basic document before writing the final version.
<b>COORDINATE BUSINESS RESOURCES (BSBADM409)</b>	Learn how to determine and analyse existing and required resources, their effective application and the accountability for their use. <i>Replaces unit BSBFIA301 Maintain financial records.</i>
<b>PROCESS CUSTOMER COMPLAINTS (BSBCMM301)</b>	This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
<b>DELIVER AND MONITOR A SERVICE TO CUSTOMERS (BSBCUS301)</b>	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.
<b>WORK EFFECTIVELY WITH DIVERSITY (BSBDIV301)</b>	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.
<b>CONTRIBUTE TO EFFECTIVE WORKPLACE RELATIONSHIPS (BSBFLM303)</b>	This unit presents the knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.
<b>ORGANISE WORKPLACE INFORMATION (BSBINM301)</b>	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.
<b>PROMOTE INNOVATION IN A TEAM ENVIRONMENT (BSBINN301)</b>	This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.
<b>ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT (BSBWOR301)</b>	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.
<b>IMPLEMENT AND MONITOR ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES (BSBSUS401)</b>	This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.
<b>MAINTAIN BUSINESS RESOURCES (BSBADM311)</b>	Learn about businesses processes and their role in maintaining business resources.

### GREYSTONE COLLEGE TRAINING FACILITIES AND RESOURCES

Greystone College 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.

### BOOTCAMP

Bootcamp is a free service designed to keep you on track. Juggling a busy lifestyle with study and work can be tough; our free Bootcamp program is available to help students catch up on assessments if they fall behind.

### COURSE RESOURCES

The Online Course Resource Library provides students with informative links and information. Resources are easily searched by course unit or topic, and make your learning easier. On the Online Learning Management System (LMS), all class assessments, student work books, and extra resources that support class delivery are available for download. Test and assessment results are posted in student files. Students can use the LMS to message other students in their classes or their trainer if they have questions or want to connect.

### 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 Greystone 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 Greystone College website or VET Student Handbook for more information.

### WHAT IS NATIONALLY RECOGNISED TRAINING



All Greystone 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.

*For policies and procedures around: deterring, suspending, or canceling enrollment; refunds; complaints and appeals; tracking attendance and academic progression, please refer to our website: <https://www.greystonecollege.com.au/policies>*

*Greystone College Pty Ltd partners with local and global agents to engage with prospective students. Please see the list on our website under Policy and Procedures for details.*

**WWW.GREYSTONECOLLEGE.COM.AU**