Certificate III in Business
BSB30115
Quality Training Solutions

Quality Training Solutions (QTS) is a Registered Training Organisation (RTO), delivering nationally recognised courses. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS’s education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our **Vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our **Mission** is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.
Certificate III in Business

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Description
This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some direction, judgement and relevant theoretical knowledge. It has been designed to equip you with the skills and knowledge required to succeed in the business world. You will develop key skills in customer service, purchasing, presentations, text documents and spreadsheets.

Career Outcomes
- Customer service adviser
- Data entry operator
- General clerk
- Payroll officer
- Typist
- Word processing operator

Delivery Modes
- Online
- Distance (workbooks and assessments are mailed via Australia post)
- Recognition of prior learning (RPL)

Course Commencement
QTS does not have set course commencement dates meaning individuals can enrol and commence their chosen course at any time.

Duration
QTS courses are self-paced. **Enrolments are valid for 24 months.** Students can apply for an additional 6 month extension if required.

Entry Requirements
Minimum age for entry into this qualification is 16 years. If an individual is under 18 years their parent or guardian must sign a consent form.

Student Support
QTS provides **24/7 support!** Students are supported by their industry experienced trainer via phone and email throughout enrolment.

Resource Requirements
Students **must** have access to the following resources
- Computer
- Internet
- Email
- Scanner
- Software such as Microsoft Word, Excel, PowerPoint
- Printer
- Macromedia Flash Player
- Adobe Acrobat Reader

Please note: If you are currently not working and do not have access to workplace policies and other documents, your trainer and/or assessor will provide you with simulated samples or information regarding how you can access such policies and documents.
### Course Fees

**Online/RPL delivery: $1,250 AUD** *(includes admin fee)*

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>Full fees upon enrolment</td>
</tr>
<tr>
<td>Option 2</td>
<td>$250 upon enrolment plus $20.00 x 50 weekly payments</td>
</tr>
<tr>
<td>Option 3</td>
<td>$250 upon enrolment plus $40.00 x 25 fortnightly payments</td>
</tr>
<tr>
<td>Option 4</td>
<td>$250 upon enrolment plus $100.00 x 10 monthly payments</td>
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**Distance delivery: $1,500 AUD** *(includes admin fee)*

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</table>
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Available Units
Students are required to complete 12 out of the 18 units listed below in order to obtain the Certificate III in Business. This qualification consists of 1 core unit plus 11 units elected from the electives list below.

<table>
<thead>
<tr>
<th>Unit Code</th>
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<tbody>
<tr>
<td>BSBWHS302</td>
<td>Apply knowledge of WHS legislation in the workplace (Core)</td>
<td>BSBFIA301</td>
<td>Maintain financial records</td>
</tr>
<tr>
<td></td>
<td>^Determine legal framework for WHS in the workplace</td>
<td></td>
<td>^Maintain daily financial records</td>
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<tr>
<td></td>
<td>^Contribute to activity that reflects WHS legislative requirements</td>
<td></td>
<td>^Maintain general ledger</td>
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<tr>
<td></td>
<td>^Keep up-to-date with legislation ad relevant publications</td>
<td></td>
<td>^Monitor cash control</td>
</tr>
<tr>
<td>BSBCMM301</td>
<td>Process customer complaints</td>
<td>BSBFLM303</td>
<td>Contribute to effective workplace relationships</td>
</tr>
<tr>
<td></td>
<td>^Respond to complaints</td>
<td></td>
<td>^Seek, receive and communicate information and ideas</td>
</tr>
<tr>
<td></td>
<td>^Refer complaints</td>
<td></td>
<td>^Encourage trust and confidence</td>
</tr>
<tr>
<td></td>
<td>^Exercise judgement to resolve customer service issues</td>
<td></td>
<td>^Identify and use networks and relationships</td>
</tr>
<tr>
<td>BSBCUS301</td>
<td>Deliver and monitor a service to customer</td>
<td>BSBFLM305</td>
<td>Support operational plan</td>
</tr>
<tr>
<td></td>
<td>^Identify customer needs</td>
<td></td>
<td>^Contribute to implementation of operational plan</td>
</tr>
<tr>
<td></td>
<td>^Deliver a service to customers</td>
<td></td>
<td>^Assist in recruiting employees and acquiring resources</td>
</tr>
<tr>
<td></td>
<td>^Monitor and report on service delivery</td>
<td></td>
<td>^Support operations</td>
</tr>
<tr>
<td>BSBFLM309</td>
<td>Support continuous improvement systems and processes</td>
<td></td>
<td>^Contribute to continuous improvement systems and processes</td>
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<tr>
<td></td>
<td>^Monitor and report specified outcomes</td>
<td></td>
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<tr>
<td></td>
<td>^Support opportunities for further improvement</td>
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</tr>
<tr>
<td>BSBINM301</td>
<td>Organise workplace information</td>
<td></td>
<td>^Conduct audit information</td>
</tr>
<tr>
<td></td>
<td>^Collect and assess information</td>
<td></td>
<td>^Organise information</td>
</tr>
<tr>
<td></td>
<td>^Organise information</td>
<td></td>
<td>^Review information needs</td>
</tr>
<tr>
<td>BSBINN301</td>
<td>Promote innovation in a team environment</td>
<td></td>
<td>^Create opportunities to maximise innovation within the team</td>
</tr>
<tr>
<td></td>
<td>^Organise and agree effective ways of working</td>
<td></td>
<td>^Support and guide colleagues</td>
</tr>
<tr>
<td></td>
<td>^Reflect on how the team is working</td>
<td></td>
<td>^Support and guide colleagues</td>
</tr>
</tbody>
</table>


### BSBITU301 Create and use databases
- Create a simple database
- Create reports and queries
- Use database

### BSBITU302 Create electronic presentations
- Prepare to create presentations
- Create presentation
- Finalise presentation

### BSBITU304 Produce spreadsheets
- Select and prepare resources
- Plan spreadsheet design
- Create spreadsheet
- Produce simple charts
- Finalise spreadsheets

### BSBITU306 Design and produce business documents
- Select and prepare resources
- Design document
- Produce document
- Finalise document

### BSBITU309 Produce desktop published documents
- Prepare to produce desktop published documents
- Set up desktop published document
- Create desktop published document
- Finalise desktop published document

### BSBPRO301 Recommend products and services
- Develop and maintain knowledge of products and services
- Recommend products and services
- Advise on promotional activities

### BSBPUR301 Purchase goods and services
- Understand purchasing and own requirements
- Make purchases
- Receive purchases

### BSBSUS301 Implement and monitor environmentally sustainable work practices
- Investigate current practices in relation to resource usage
- Set targets for improvements
- Implement performance improvement strategies
- Monitor performance

### BSBWOR301 Organise personal work priorities and development
- Organise and complete own work schedule
- Monitor own work performance
- Coordinate personal skill development and learning

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**Recognition of Prior Learning:**

Recognition of prior learning (RPL) is a process whereby you demonstrate that you have acquired the required skills and knowledge for certain units or qualifications within a particular industry through work experience, education, training and life experiences.

RPL is available on the Certificate III in Business. Information regarding RPL is available on the QTS website under ‘Training’. Alternatively, you can contact a QTS staff member on 1300 946 309 to discuss your RPL options.
Why Choose QTS?

- Nationally recognised training
- Full support by phone and email 7 days a week
- All training materials provided
- No hidden costs
- Study where and when it suits you
- Progress at your own pace
- Combine self-paced learning with experienced trainer support
- Continue working while you are studying
- Graduate within 6 – 12 months or less if you commit the time
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are competency based
- Able to resubmit assessments until competent
Enrol Today!

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake online or distance learning. Students can "attend" a course at any time, from anywhere.

Enroling into the Certificate III in Business through QTS is a quick and easy process.

1. Read the Participant Handbook
2. Register as a student by completing the Enrolment Form
3. Email your completed enrolment form to admin@qts.edu.au

If you require any additional information or assistance then please don’t hesitate to contact our friendly staff on 1300 946 309 or email admin@qts.edu.au

Other Qualifications Available Through QTS Include:

- BSB30415 Certificate III in Business Administration
- BSB40515 Certificate IV in Business Administration
- BSB40215 Certificate IV in Business
- BSB40812 Certificate IV in Frontline Management
- BSB40415 Certificate IV in Small Business Management
- BSB41015 Certificate IV in Human Resources
- FNS40215 Certificate IV in Bookkeeping
- BSB50215 Diploma of Business
- BSB51107 Diploma of Management