BSB30112 CERTIFICATE III in BUSINESS

IMPROVE YOUR COMPUTER & BUSINESS SKILLS
GAIN A NATIONALLY RECOGNISED QUALIFICATION

The Certificate III in Business provides a pathway to career opportunities such as:

- Customer Service Representative
- Office Administration
- Receptionist / Personal Assistant
- Self-Employed / Business Owner
- Project Officer

Contact our course advisors today for more information or to enrol
Technology Institute of Victoria
Phone: 9888 3599
Business Hours Mon—Fri (9am—5pm)
Visit website - www.tiv.com.au
Email - people@tiv.com.au

A COURSE DESIGNED FOR BUSY ADULTS

- Flexible Part-Time Study
- Small Classes
- Day & Evening Classes
- Government Funding Available for Eligible Students *

Testimonials

“Having completed both Certificate III and IV in Business, I would highly recommend this course for those wanting to enhance and update their computer/business knowledge. The information supplied in the course manual was very detailed, informative and easy to follow. Personally, this course has taken my computer skills to a new level and I have a greater understanding of the latest business and technology updates”
Graham McMechan

“I thoroughly recommend this course for I have gained both confidence and skills to seek employment as an Administration Assistant. Thanks TIV”
Melissa Suli

“Doing Cert III at TIV has certainly given me knowledge and confidence. The instructors are very helpful and are always available. I've enjoyed the course and am back for more... I'm now doing Cert IV!”
Consuelo Paguio.

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## Course Structure

<table>
<thead>
<tr>
<th>Delivery Platform</th>
<th>Flexible Part-Time Study—14 training sessions (4 hours per session fortnightly) Day classes 9:30am - 1:30pm Evening classes 6:00pm - 10:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Duration</td>
<td>30 Weeks (minimum)</td>
</tr>
<tr>
<td>Study Time</td>
<td>We recommend our students allocate between 15—20 hours per week (Subject to individual learning capabilities)</td>
</tr>
<tr>
<td>No. of Units</td>
<td>12 Qualification Units</td>
</tr>
</tbody>
</table>
| Course Prerequisite | Applicants must have the minimum entry requirements including:  
|                   | - Basic computer skills  
|                   | - Appropriate language, literacy and numeracy skills.                                                                           |
| How Assessment Works | 14 Contact training sessions with self paced activities to be completed between training sessions. These Include:  
|                   | - Case Studies  
|                   | - Research Projects  
|                   | - Written Questions  
|                   | - Assignments                                                                                                                   |
| Course Completion Requirements | In order to complete your course and receive your qualification, we require:  
|                   | - 100% attendance of all training sessions  
|                   | - 100% submission of assessments to the required standard                                                                          |
| Learner Support and Communication | Fortnightly training sessions with a qualified trainer, who will offer support and assistance with course units and assessment.  
|                   | - Additional one on one support is provided by experienced tutors via email, over the phone and face to face.                   |
| Cost              | Government Funding Available for eligible applicants (conditions apply)*. Please refer to the table on the right.               |
| Locations         | Lynbrook, Mornington Peninsula, Ballarat, Bendigo, Warragul, Drouin, Mount Waverley, Narre Warren, Dandenong                   |
| Vocational Pathways | On completion, all students have the opportunity to progress to a Certificate IV Business qualification.                        |

## Qualification Units

<table>
<thead>
<tr>
<th>Qualification Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCMM301B</td>
<td>Process Customer Complaints</td>
</tr>
<tr>
<td>BSBCUS301B</td>
<td>Deliver and Monitor a Service to Customers</td>
</tr>
<tr>
<td>BSBDIV301A</td>
<td>Work Effectively with Diversity</td>
</tr>
<tr>
<td>BSBFLM312C</td>
<td>Contribute to Team Effectiveness</td>
</tr>
<tr>
<td>BSBITU302B</td>
<td>Create Electronic Presentations</td>
</tr>
<tr>
<td>BSBITU303A</td>
<td>Design and Produce Text Documents</td>
</tr>
<tr>
<td>BSBITU304A</td>
<td>Produce Spreadsheets</td>
</tr>
<tr>
<td>BSBITU306A</td>
<td>Design and Produce Business Documents</td>
</tr>
<tr>
<td>BSBCMW201A</td>
<td>Communicate in the Workplace</td>
</tr>
<tr>
<td>BSBWHS302A</td>
<td>Apply Knowledge of WHS Legislation in the Workplace</td>
</tr>
<tr>
<td>BSBWOR301B</td>
<td>Organise Personal Work Priorities and Development</td>
</tr>
<tr>
<td>BSBWRT301A</td>
<td>Write Simple Documents</td>
</tr>
</tbody>
</table>

* TO BE ELIGIBLE FOR GOVERNMENT FUNDING, APPLICANTS MUST MEET THE FOLLOWING CRITERIA:

- Must be an Australian Citizen or a Permanent Resident or a New Zealand Citizen
- Must be upskilling (i.e. I have not successfully completed a Certificate III or higher qualification)
- Must reside in the State of Victoria
- Must not have enrolled in more than two Government funded courses this year
- Must not have commenced a maximum of two subsidised courses at the same level in your lifetime. This restriction applies to whether or not you have completed the course

This training is delivered with Victorian and Commonwealth Government funding.