

NDA

Business Skills
IT Solutions
Qualifications



BSB30115 **Certificate III in Business**

NDA TASMANIA

Hobart | Launceston | Devonport

03 6334 4910

www.nda.com.au

NDA Computing Pty Ltd - RTO Provider 60034

About NDA

NDA is a registered training organisation (provider number 60034) offering training and assessment in a wide range of areas. NDA has been in operation for over 30 years and is 100% locally owned and operated.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- Provides a quality outcome for learners,
- Meets the requirements of the Standards for Registered Training Organisations (2015), and
- Provides AQF certification documentation.

Training results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice. Before enrolling in any training and assessment services, you need to consider if it is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are right for you. The following information is provided to assist with your decision making. If you have any further questions about this qualification, please contact NDA on (03) 6334 4910.

Why choose us?

NDA provides FREE access to all relevant NDA training courses that align to units on the training plan. No other RTO provides this service and few provide face-to-face training with qualifications.

An NDA assessor will visit both the trainee and the trainee's supervisor regularly and provide progress reports after each assessment visit. Trainees receive FREE phone support from the NDA Help Desk.

A full-time NDA assessor will be assigned to your staff member and will provide support through the entire qualification. Many other RTOs use contract assessors who often change during a qualification.

NDA offers flexible training options to suit the needs of both the business and the individual, including face-to-face training and assessment, self-paced learning resources, and access to online services.

NDA has professionally equipped training centres in Hobart, Launceston and Devonport providing a consistent service state-wide.

Support available for learners

NDA provide support in accessing the following services:

- Learning support
- Travel and allowance subsidy for training
- Counselling
- Housing assistance
- Financial management assistance

Course overview: BSB30115 - Certificate III in Business

The BSB30115 Certificate III in Business 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.

Entry Requirements

Although there are no official entry requirements for the Certificate III in Business, NDA strongly recommends learners to have the following requirements outlined below:

- Have access to a computer (with Adobe Reader, Microsoft Word and Google)
- Have a reasonable level of language, literacy and numeracy skills
- Have an intermediate level of technology skills

Examples of job roles for learners wanting to undertake this qualification may include, but are not limited to: Receptionist, Data Entry Operator, Customer Service Officer, Payroll Officer, Clerical Officer, and Administration Assistant.

Volume of learning

The Australian Qualifications Framework (AQF) volume of Learning Indicators, provide a starting point for the amount of training provided for a qualification at an AQF Level (3) Certificate and states the following volume of Learning:

Certificate III	1-2 years	approximately 1200 - 2400 hours
-----------------	-----------	---------------------------------

*This indicator is designed to be a starting point only and many factors can affect the amount of training required.

You are given 24 months to complete the Certificate III in Business qualification. Extensions for qualification completion are available upon request to our RTO Administrator where learners can supply sufficient reasoning or alternatively you may complete the qualification early.

Suspensions, extensions and cancellations

Information on the suspension, extension and cancellation processes and who you should contact can be found in the Student Information Guide which you have also been provided with in this pack.

Training courses

One of the benefits of undertaking a qualification with NDA is the opportunity to attend NDA training courses that are aligned to your qualification at no extra cost. As these are public courses, attendance is always made on a 'waitlist' basis until we can confirm there are enough participants to run the course. You will be notified a week prior to the course if it is not going ahead.

Any cancellation or transfers by the trainee 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a doctor's certificate. For any cancellations or transfers please contact our Client Services Officer directly.

How is the qualification delivered?



Face to Face Classroom Sessions

The face to face classroom sessions are training courses that have been developed to directly align to specific units in the qualification. This delivery method is undertaken in conjunction with self-paced study. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units and provided with training course dates for scheduling with the course co-ordinator.



Online Study

The online study delivery method is completed in your own time through our online eLearning centre and is highly suited to motivated self-learners. With this delivery method you are given access to all the resources and assessment materials for the units you have enrolled in, as well as access to support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Regular administration contact

Upon enrolment you will be provided with a link to the eLearning centre along with a login to access all your resources.



Self-Paced Study

The self-paced study delivery method is completed either in your own time or allocated work time and is highly suited to motivated self-learners. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units.

BSB30115 Certificate III in Business units

The Certificate III in Business is made up of 1 Core and 11 Elective units of competency.

The packaging rules for the qualification are:

- 7 of the elective units must be selected from the elective units listed below
- 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
- 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

The units and directly aligned training courses that NDA offers are as follows:

	Unit Code	Unit Title	Training Course
Core	BSBWHS302	Apply knowledge of WHS legislation in the workplace	
Elective	BSBCUS301	Deliver and monitor a service to customers	Superior Customer Service
	BSBDIV301	Work effectively with diversity	
	BSBFIA301	Maintain financial records	MYOB Set Up & Operations
	BSBADM311	Maintain business resources	
	BSBINM301	Organise workplace information	
	BSBINM302	Utilise a knowledge management system	
	BSBFLM306	Provide workplace information and resourcing plans	
	BSBINN301	Promote innovation in a team environment	Managing Change
	BSBCMM301	Process customer complaints	Conflict Resolution
	BSBITU311	Use simple relational databases	Access Introductory
	BSBITU312	Create electronic presentations	PowerPoint
	BSBITU313	Design and produce digital text documents	Word Intermediate
	BSBITU314	Produce spreadsheets	Excel Introductory
	BSBITU315	Conduct online transactions	
	BSBITU306	Design and produce business documents	Word Intermediate
	BSBITU309	Produce desktop published documents	Publisher
	BSBFLM309	Support continuous improvement systems and processes	
	BSBFLM305	Support operational plan	
	BSBPRO301	Recommend products and services	
	BSBPUR301	Purchase goods and services	
BSBSUS401	Implement and monitor environmentally sustainable work practices		
BSBWOR301	Organise personal work priorities and development	Time Management	
BSBFLM303	Contribute to effective workplace relationships		
BSBFLM312	Contribute to team effectiveness		
BSBFLM311	Support a workplace learning environment		
BSBWOR302	Work effectively as an off-site worker		
BSBWRT301	Write simple documents	Business Writing Skills (Basics)	

How is the qualification assessed?

To achieve this qualification learners are required to be found Competent in 12 units of competency. The following methods are used to gather evidence of competence:

NDA training course

- NDA offers training courses that align to some units of competency. Assessment activities completed during these training courses can lead to competency in the aligned unit.

Activities

- Learners are provided with workbook resource material for each of their self-paced study units in the 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.

Questions and answers

- If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.

Project or workplace evidence

- 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.

Supervisor/assessor/third party report

- 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.

RPL portfolio

- Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

The training plan completed upon induction outlines the training and assessment methods for each unit of competency. It also outlines the units to be assessed via an assessment visit with you, your supervisor and your NDA assessor. Assessment visits were normally spaced between 3-4-month intervals. Your assessment co-ordinator will arrange a date, time and place for your assessment visit.

Payment

Fees charged by NDA include all resources, training and assessment services *including* attendance at *relevant NDA training courses*.

Total Course Fee: \$2,551

User Choice Funded

Qualifications that are partially funded under the Department of State Growth User Choice Funding scheme may attract an additional employer contribution fee. This is invoiced one month after enrolment. The cost of the employer contribution fee for this qualification is not applicable as it is fully funded by the Department of State Growth.

Fee for Service

The invoicing structure for fee for service clients is as follows:

- **First Instalment – 50%**

This is invoiced the month after enrolment and includes a **\$600** non-refundable enrolment fee.

- **Second Instalment – 25%**

This is invoiced at the halfway point of the qualification (in units or time).

- **Final Instalment – 25%**

This is invoiced one month before the completion of the qualification.

Refunds

NDA's refund policy can be found on our website www.nda.com.au