



Certificate III in Business

(BSB30115)

Course Overview



Mentor
education

RTO 21683

www.mentor.edu.au

Why Mentor Education

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“I was extremely impressed with the quality of the training that you delivered”

Tony Read - Mentor Education Diploma Graduate

Established in 2003, we are Australia's largest privately owned training organisation focused purely on Financial Services & Business training market. Many of our graduates currently work for Australia's leading financial services institutions (including Big 4 Banks) and small businesses all around Australia.

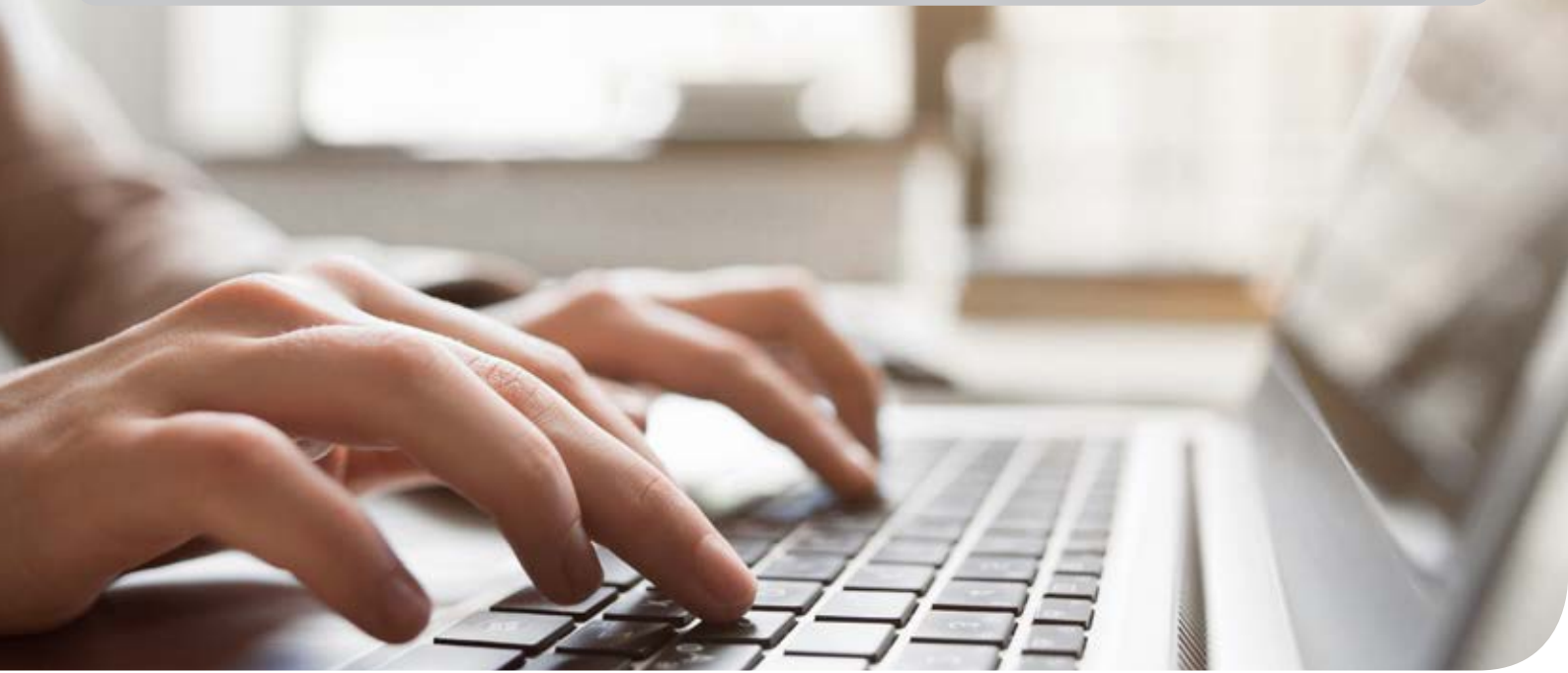
Building on the strong relationships we develop with learners completing our courses, our industry experts are available by arrangement to provide ongoing mentoring on an individual or organisation-wide basis. Learners can also benefit from access to current industry information through our state-of-the-art Continuing Professional Development (CPD) program and Best Practice Review Audits.

Exemplary Student Support

Mentor Education has gained an enviable reputation as the only financial training organisation that can deliver outstanding RG146 compliance and financial training coupled with personalised student support and customer service.

Our commitment to you

Our commitment is exemplified by the high level of student support received - our industry experts and assessors are available to personally respond to your questions and offer constructive feedback and guidance.



Student Support

To help you thrive and achieve your study goals, expert teacher support is available to you



Phone Support
Available

1300 306 146 **+61 3 8317 2953**
Monday to Friday 9am to 5.00pm (AEST)



Email Support
Response within two business days

You can get one on-one help from expert tutors via email and you are encouraged to share your work to receive feedback.

Payment Options

Mentor Education has assisted many students from a variety of backgrounds and needs. Simply speak to your course adviser for a Payment Option that will work for you.



Course name	Certificate III in Business
Course code	BSB30115
Delivery options	Online Learning
Course duration	Up to 24 months
Assessments	Short answer written assignments
Nationally recognised	Yes

Potential Jobs

- Customer Service Advisor
- General Clerk
- Typist
- Data Entry Operator
- Payroll Ocer
- Word Processing Operator

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The Certificate IV in Finance and Mortgage Broking (FNS40815) is designed for those wanting to begin their career in the finance and mortgage broking industry.

Course Overview

The Certificate III in Business (BSB30115) is the minimum entry requirement for those new to office based work or transferring to another role within an organisation.

In this ever-changing marketplace, employers are increasingly looking for candidates who are equipped to meet the challenges of being a successful office worker, and graduate at the leading edge of their field.

Entry requirements

This is an open entry course with no pre-requisite qualifications. In order for participants to successfully complete this course, it is recommended they have a strong grasp of computer, literacy and numeracy skills.

Who Should Enrol?

The program is particularly suitable for candidates seeking to start a career in business or currently working in management business roles who are seeking a formal qualification to enhance and confirm their existing knowledge and skills.

The course can be tailored to meet the needs of industry groups.

Course Outcomes

The Certificate III in Business is a nationally recognised qualification from the Business Services Training Package that complies with the Australian Qualifications Framework standard.

Successful completion will help you to:

- Achieve the latest business qualification that will equip you to undertake business and operational roles.
- Obtain foundation knowledge in implementation, finance, innovation, meetings, projects, customers, products and services.

Assessment

We have designed our assessment activities in line with best practice standards to help you deliver quality advice outcomes to your clients.

There are two forms of assessment:

- Multiple choice knowledge test.
- Assessment Tasks based on the practical application of concepts learned.

Course Outline

Units of Competency Summary

Core Units

BSBWHS302 Apply knowledge of WHS legislation in the workplace

Elective Units

BSBCMM301 Process customer complaints

BSBPRO301 Recommend products and services

BSBPUR301 Purchase goods and services

BSBCUS301 Deliver and monitor a service to customers

BSBITU304 Produce spreadsheets

BSBITU302 Create electronic presentations

BSBINN301 Promote innovation in a team environment

BSBITU306 Design and produce business documents

BSBWOR301 Organise personal work priorities and development

BSBEBU401 Review and maintain a website

BSBFIA402 Report on financial activity



Course Outline

Units of Competency

Core Units

BSBWHS302 - Apply knowledge of work, health and safety legislation in the workplace

This unit describes the skills and knowledge required to understand and comply with work, health and safety acts, regulations and codes of practice in the workplace.

This unit applies to individuals who contribute to actions to achieve compliance with work, health and safety legislation in addition to their main duties.

Elective Units

BSBCMM301 - Process customer complaints

This unit describes skills and knowledge required to process formal and informal negative feedback and complaints from customers.

BSBFLM305 - Support operational plan

This unit describes the skills and knowledge required to provide support for operational plans. This includes assisting in recruiting employees, acquiring resources and monitoring and adjusting operational performance.

BSBFLM306 - Provide workplace information and resourcing plans

This unit describes the skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.

BSBFLM309 - Support continuous improvement systems & processes

This unit describes the skills and knowledge required to support the organisation's continuous improvement in its systems and processes. This involves actively encouraging the team to participate in the processes, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

BSBITU304 - Produce spreadsheets

This unit describes the skills and knowledge required to develop spreadsheets using spreadsheet software.

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BSBITU302 - Create electronic presentations

This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, self-access and online access.

BSBINN301 - Protect innovation in a team environment

This unit describes the skills and knowledge required to be a proactive member of an innovative team.

It applies to individuals who play a role in demonstrating, encouraging or supporting a team.

BSBITU306 - Design and produce business documents

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes using a range of functions on a variety of computer applications.

It applies to individuals who possess fundamental skills in computer operations and keyboarding.

BSBWOR301 - Organise personal work priorities and development

This unit describes the skills and knowledge required to organise personal work schedules, monitor and obtain feedback on work performance and maintain required levels of competence.

BSBEBU401 - Review and maintain a website

This unit describes the skills and knowledge required to review website content and update and maintain a website.

It applies to individuals who have knowledge of the relationship between a website and an organisation and be able to perform basic updates to a website.

BSBFIA402 - Report on financial activity

This unit describes the skills and knowledge required to report financial activity in response to client requests and the completion of financial reports.

This unit applies to individuals who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities.

Study options

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Online learning

Study online at your own pace, giving you the flexibility to achieve a nationally recognised qualification whilst also fulfilling your other life commitments.

Unlimited e-mail and phone support

Unlimited e-mail and phone support is provided by our experienced student support team between Monday to Friday, 9am – 5pm, so you're never left to feel 'lost' or stuck during your studies.

How to Enrol

To enrol, you can complete one of the following options:



1300 306 146
(option 1 'new enquiries')



learn@mentor.edu.au



www.mentor.edu.au

Mail

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