

# Certificate III in Business

BSB30115

## OVERVIEW

BSB30115 Certificate III in Business is a great foundation for a future within business and involves topics such as teamwork, problem solving, administration, business technology, communication, time management, work health and safety, financial reporting, resource management, marketing, sales, customer service and planning strategies. The course will also enable individuals to be more innovative in the workplace allowing greater career prospects and further study opportunities



## POSSIBLE JOB ROLES

Job roles associated with this qualification may include but not be limited to:

- Customer Service Adviser
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist

## ENTRY REQUIREMENTS

There are no prerequisites for entry to this qualification.

## PATHWAYS

After achieving this qualification candidates may undertake BSB40215 Certificate IV in Business.

## DELIVERY

At Traxion Training we work with individuals and companies to offer a range of flexible delivery options.

**Delivered direct to you** through our online learning system, via workbooks, in workshops or in a classroom this course is nationally recognised and fully supported by a dedicated trainer.

**Our workplace training programs** are dedicated to finding the best opportunities for employers and staff including access to available funding options and maintaining flexible delivery options. Delivered in the workplace, either by self-paced with regular trainer visits, online with trainer support, classroom or workshops. Our workplace programs will result in practical skills and knowledge that are immediately transferable to the workplace.

**A streamlined RPL assessment** process is available for those who are seeking recognition of existing skills, knowledge and experience.

## RECOGNITION OF PRIOR LEARNING

Assessment of competency may sometimes involve recognition of prior learning.

## COURSE COST and ENROLMENT CONDITIONS

Traxion Training offers a range of pricing options which will vary according to the delivery method determined to best support individual student requirements. We also specialise in connecting industry to funded up skilling programs in support of workforce development strategies and welcome enquiry via the contact details to the right to confirm eligibility.

MODULE	UNITS
MODULE 1	BSBITU303 Design and produce text documents
	BSBITU306 Design and produce business documents
	BSBITU307 Develop keyboard speed and accuracy
	BSBWRT301 Write simple documents
	BSBWOR204 Use business technology
MODULE 2	BSBADM307 Organise schedules
	BSBWOR301 Organise personal work priorities and development
	BSBDIV301 Work effectively with diversity
	BSBWOR203 Work effectively with others
MODULE 3	BSBCMM301 Process customer complaints
	BSBCUS301 Deliver and monitor a service to customers
MODULE 4	BSBWHS302 Apply knowledge of WHS legislation in the workplace

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[www.traxiontraining.com.au](http://www.traxiontraining.com.au)



## Payment Terms

Fees and charges for your training program will be invoiced upon enrolment and are to be paid prior to commencement, unless alternative payment arrangements have been made directly with you or your employer.

## Payment Plan Policy

Payment plans are available via our third-party provider Debit Success and details of your payment dates and fees they may impose is provided in our Direct Debit application form found at:

[www.traxiontraining.com.au/dd](http://www.traxiontraining.com.au/dd)

\*Note: Not available for classroom delivery or RPL certification.

## Training Support & Student Commitment

### Distance Training:

For full qualification programs, we offer a six, twelve or eighteen-month delivery options where assessments are due either monthly, bi-monthly or quarterly unless negotiated by exception with your trainer. Your trainer will discuss the pace at which you wish to complete your training during your induction session and provide your assessment due dates. It is a requirement of enrolment that reasonable progress is to be made to complete the required assessments on time. It is fine to switch between either option should your circumstance change, however, missed assessment due dates (where an extension has not been requested) may result in your trainer discussing a training suspension. Your trainer will provide details of their regular web-tutorial sessions and encourage you to participate in these or listen to the provided recorded versions at a time convenient to you.

Direct email support from your trainer is also available, however, some trainers are part-time and not available everyday – they will confirm their availability and response times during your induction session and you may contact our Student Support services outside this availability by calling 07 3493 0777.

### Classroom Training:

It is a requirement of enrolment that all assessment work be completed within 6 months of the completion of the classroom delivery program, or cancellation of enrolment may apply.

### RPL Assessment:

It is a requirement of RPL assessment enrolment that all evidence be provided within 90 days of the completion of your competency conversation with your trainer, or cancellation of enrolment may apply. Where training is suspended, a \$250 re-enrolment fee will occur.

## Resubmission Policy

Traxion Training does not charge a resubmission fee for the first resubmission, however, should subsequent resubmission occur a fee of \$50 per unit will apply.

## Transfer Policy

Transfer of training programs or classroom training dates must be advised in writing at least 14 days prior to the commencement of the first scheduled training session. Transfers made after that date may be subject to a penalty charge of \$100.

## Fees and Refund Policy

Training Management (T/A Traxion Training) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Please visit [http://www.traxiontraining.com.au/pdf/Fees\\_and\\_Refunds\\_Policy.pdf](http://www.traxiontraining.com.au/pdf/Fees_and_Refunds_Policy.pdf) to download our Fees & Refund Policy.

**Training Management t/a Traxion Training will maintain a tuition assurance scheme to safeguard students in the event of it becoming insolvent and unable to return fees that have been paid in advance. The tuition assurance scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden. However, if the student cannot be placed, the tuition assurance will make refunds.**

## Unpaid Fees

All invoices issued by Traxion Training are to be paid within the timeframes stipulated above. Traxion Training reserves the right to take whatever action is required including, discontinuing programs, institute legal proceedings, etc. to safeguard its interests and applicable costs may be incurred.

## Extenuating Circumstances

Should you be unable to continue your studies due to legitimate reasons such as sickness, death or family circumstances, a pro-rata refund may be given less a \$250 administration fee upon receipt of evidence.

## Privacy Policy

Traxion Training adheres to a strict Privacy Policy, to view our Privacy Policy in full please visit our website at [www.traxiontraining.com.au/privacy-statement/](http://www.traxiontraining.com.au/privacy-statement/)