



NATIONALLY RECOGNISED
TRAINING



Information Sheet **BSB30115 Certificate III in Business**

Now with free “Extensive English Support” Option

CRICOS Code: 086826B

This qualification 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. The key clients for this qualification are domestic and international learners who wish to work as customer service adviser, data entry operator, general clerk, administration officer, or word processing officer.

The code, title and current status of Eagle Academy courses can be found by visiting the National Register, www.training.gov.au and entering the course code into the search field.

The Eagle Academy is responsible for the quality of the training and assessment in compliance with the standards, and for the issuance of the AQF certification documentation. This includes where a Third Party provides part of the training and assessment.



Proud to be a Queensland Government
subsidised training provider



Course Length:	12 months (52 weeks: 40 weeks tuition + 12 weeks holiday).
Mode of Study:	Full Time, Part Time (domestic only).
Hours per Week:	Full time: 20 hours per week (13.5 hours on campus + 6.5 hours distance education).
Commencement:	Any Monday of academic term. See Academic Calendar on our website download page.
Course Cost:	Ask for our Payment Options Sheet or see Quick Guide on our website download page.
Payment Options:	Full or Split Payment
Discounts:	See website specials including the price beat guarantee http://eagleacademy.com.au/specials/
Gov. Funding:	May be available to eligible domestic students. Find more information here http://eagleacademy.com.au/courses/australian-students/funding-and-support/
Pre-requisites:	<ul style="list-style-type: none"> English to a "Pre-intermediate" level + Completion of Year 9 (Australia), or equivalent. Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time.
Inclusions:	<p>This course is available at Brisbane and Gold Coast locations as a self-paced/ flexible timetable option or with Extensive English Support for those students with limited English ability. We understand that everyone is different, so we try to make our courses as inclusive as possible, by offering options that allow for full access and equity. Both options include the maximum Distance Education allowance of 33%, meaning you can do substantial work in your home.</p> <p>Self-paced option. This option suits domestic students or Visa students with a good English level (Intermediate or above). We offer a range of times to attend sessions including tuition, where you will be supervised and assisted to work through your course at a pace that suits you. Visa students must meet satisfactory progress requirements.</p> <p>Extensive English Support option. This option suits students needing to improve their English so they may succeed in the course, and as an advantage in the international business sector on returning home, where English is not the first language. Students have a slightly varied set of units focussing on better Business English, with the inclusion of a unit from the popular Certificate I in Spoken & Written English course. In addition, students can choose up to 7 hours per week of English support at no additional cost. More course and campus information can be found on the All Course and Campus Quick Guide. The fees include everything that students require to complete the course. Student Computers are available on a first in first served basis.</p>
Student Rights:	You have rights with regards to refunds, complaints and appeal processes. These rights are outlined in detail, in the Policies and Procedures found on the download page of the website, and you MUST acquaint yourself with them prior to enrolment. The refund policy will also cover what your rights are should we, as the RTO, or a third-party training organisation closes, or ceases to deliver any part of the training product that you were enrolled in. In short, we would arrange suitable to yourself, to access another provider delivering that training, OR we offer you a refund
Visa Students:	<p>Be aware that agents can act on our behalf to recruit students. These agents are listed on our website.</p> <p>ATTENDANCE IS NOT RECORDED OR MONITORED for visa compliance purposes. Progress is Monitored for Visa Compliance Purposes: The Academy has implemented a Course Progress Policy and Procedure. More detail can be found in the Policies and procedures found on the download page of the website.</p>
Self-Paced: Complete 12 units to gain the Qualification	English Support: Complete 12 units to gain the Qualification
BSBWHS302 Apply knowledge of WHS legislation in the workplace	BSBWHS302 Apply knowledge of WHS legislation in the workplace
BSBITU312 Create electronic presentations	FSKOCM004 Use oral communication skills to participate in workplace meetings
BSBCUS301 Deliver and monitor a service to customers	BSBCUS301 Deliver and monitor a service to customers
BSBSUS401 Implement and monitor environmentally sustainable work practices	FSKOCM005 Use oral communication skills for effective workplace presentations
BSBADM311 Maintain business resources	BSBADM311 Maintain business resources
BSBWOR301 Organise personal work priorities and development	FSKWTG006 Write simple workplace information
BSBCMM301 Process customer complaints	BSBCMM301 Process customer complaints
BSBINN301 Promote innovation in a team environment	BSBINN301 Promote innovation in a team environment
BSBPRO301 Recommend products and services	BSBPRO301 Recommend products and services
BSBFLM309 Support continuous improvement systems and processes	BSBFLM309 Support continuous improvement systems and processes
BSBDIV301 Work effectively with diversity	BSBDIV301 Work effectively with diversity
BSBWRT301 Write simple documents	FSKRDG004 Read and respond to short and simple workplace information
More Information:	Ask our administration team or visit our website http://eagleacademy.com.au/downloads/