



**THE EAGLE
ACADEMY**
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CRICOS NO 02480G, RTO No 30895

CERTIFICATE III IN BUSINESS

COURSE CODE: BSB30115

CRICOS COURSE CODE: 086826B



NATIONALLY
RECOGNISED
TRAINING



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 outcomes 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.

COURSE INFORMATION

Campus:

Brisbane and Gold Coast

Duration:

12 months
40 weeks tuition +
12 weeks holiday)

Mode of Study:

- Blended: Face to face and distance education.
- International students are expected to study 20 hours per week (13.5 hours on campus and 6.5 hours distance education).

Start Date:

Any Monday of the academic calendar

Course Fee:

- Please contact us for information on our prices and payment options.
- Government funding may be available for eligible domestic students.
- See our website for current specials and information on Government Funding.

Pre-requisites

- English to an "pre-intermediate" level
- Completion of Year 9 (Australia), or equivalent.
- Students can apply for Recognition of Prior Learning, or Direct Credit if eligible.

For more information contact:
info@eagleacademy.com.au
or visit:
www.eagleacademy.com.au

Units:

Self-Paced: Complete 12 units to gain the Qualification

BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBITU312	Create electronic presentations
BSBCUS301	Deliver and monitor a service to customers
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBADM311	Maintain business resources
BSBWOR301	Organise personal work priorities and development
BSBCMM301	Process customer complaints
BSBINN301	Promote innovation in a team environment
BSBPRO301	Recommend products and services
BSBFLM309	Support continuous improvement systems and processes
BSBDIV301	Work effectively with diversity
BSBWRT301	Write simple documents

English Support: Complete 12 units to gain the Qualification

BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBCUS301	Deliver and monitor a service to customers
BSBADM311	Maintain business resources
BSBCMM301	Process customer complaints
BSBINN301	Promote innovation in a team environment
FSKRDG004	Read and respond to short and simple workplace information
BSBPRO301	Recommend products and services
BSBFLM309	Support continuous improvement systems and processes
FSKOCM005	Use oral communication skills for effective workplace presentations
FSKOCM004	Use oral communication skills to participate in workplace meetings
BSBDIV301	Work effectively with diversity
FSKWTG006	Write simple workplace information

Inclusions:

This course is available as a self-paced / flexible timetable option or with Extensive English Support for those students with limited English ability:

Self-Paced Option

- Suits domestic students or Visa students with a good English level.
- 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.

Extensive English Support 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 focusing on better Business English.
- Students can also choose up to 7 hours per week of English support at no additional cost.

Assessment Methods:

This course is assessed using a combination of written assessments and practical skills observations.

International Students

Education agents can act on our behalf to recruit students. This course has no attendance monitoring requirements. Progress is monitored for visa compliance purposes. Contact us for more information.