



What is this course?

The BSB30415 Certificate III in Business Administration will provide you with the skills required to perform common business-related tasks such as producing documents and handling customers. Depending on the electives you choose, it will introduce you to a range of standard business software packages such as word processing, presentations and database software. It is beneficial but not essential for students to have access to a workplace while undertaking this qualification. Individuals in these positions may provide technical advice and support to a team.



How can I use this course in the workforce?

This would be a good course for you if you see yourself starting or building a career in office administration, including where you may be aiming to eventually provide technical advice and support to a team. It is a course which is suitable for all ages and will provide knowledge required for employment in general business admin. It offers topics on communicating in business, using business technology, producing workplace documentation as well as the choice of some basic bookkeeping topics. Possible job outcomes for trainees include starting out as a personal assistant, receptionist, junior secretary, office administration assistant, office administrator, clerk, data entry operator or word processor.

Can I choose the Units I prefer?

13 Units of Competency are required to be completed, comprised of 2 Core Units and you can choose 11 Elective Units from those offered. Of those you choose, 7 units must be selected from the Group A units listed below. 4 units may be selected from either Group A units or Group B units listed below. Units should be relevant to the work outcome that you desire.

Core Units:	BSBITU307	Develop keyboarding speed and accuracy
	BSBWHS201	Contribute to health and safety of self and others
Elective Units:	Group A	
	BSBADM307	Organise schedules
	BSBFIA302	Process payroll
	BSBFIA303	Process accounts payable and receivable
	BSBFIA304	Maintain a general ledger
	BSBITU302	Create electronic presentations
	BSBITU303	Design and produce text documents
	BSBITU304	Produce spreadsheets
	BSBITU306	Design and produce business documents
	BSBITU309	Produce desktop published documents
	BSBWRT301	Write simple documents
	Group B	
	BSBADM302	Produce texts from notes
	BSBADM303	Produce texts from audio transcription
	BSBADM311	Maintain business resources
	BSBCMM301	Process customer complaints
	BSBCUS301	Deliver and monitor a service to customers
	BSBDIV301	Work effectively with diversity
	BSBFIA301	Maintain financial records
	BSBINM301	Organise workplace information
	BSBINM302	Utilise a knowledge management system
	BSBINM303	Handle receipt and despatch of information
	BSBINN201	Contribute to workplace innovation
	BSBITU301	Create and use databases
	BSBITU305	Conduct online transactions
	BSBPRO301	Recommend products and services
	BSBSUS201	Participate in environmentally sustainable work practices
	BSBWOR204	Use business technology
	BSBWOR301	Organise personal work priorities and development
	BSBWOR302	Work effectively as an off site worker
	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

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***Are there workshops for this course?***

This course is provided through online e-learning or in combination with printed material. It is not available through a face-to-face workshop. However you are allocated a trainer from the moment you commence so full support is available online, should you require it. The same trainer will be with you for the duration of your course.

Do I need to do the units in a certain order?

You can complete the 13 Units in any order you prefer.

Is the course nationally recognised?

Yes, the BSB30415 Certificate III in Business Administration course has been mapped against the Australian Quality Training Framework and is delivered by The National Finance Institute as an RTO, national provider number 31203.

What are the entry requirements / pre-requisites?

Trainees must be sufficiently proficient in English language skills (reading, writing, speaking). There are no formal pre-requisites for this qualification.

What qualification could I continue with after I complete this course?

Pathways from the qualification could include a Certificate IV or Diploma qualification in a range of industries.

When can I start the course?

Commencement via Online E-learning can be at any time you desire. To enrol, there are two steps: firstly, complete the Enrolment through our website; secondly, email us your completed Unit Chooser Form. Your login details will be forwarded to you by email within two days (usually same day). Online e-learning students will access the course via our dedicated 24/7 online e-learning platform. If you have chosen printed material as well, you will receive this within 7 to 10 days.

What materials/equipment do I need?

Access to a computer is required with MS Office or equivalent to access a word processing program as a minimum. No additional text books are required in order to study this course.

What is the assessment process?

There is no requirement for any face-to-face assessment. The assessment tasks are all provided online, to be completed after you have studied each section within the unit. Assessment activities include written activities, written questions and some projects. All of your assessments are to be submitted through the online platform. Once you submit your assessments your trainer/assessor will automatically be notified and will assess your activity providing comments for you to access online. If you are not graded as competent on your first submission, your trainer will provide feedback in order that you can resubmit your answer. You must reach the status of "competent" in order to pass a unit. You must be competent in all 13 units in order to receive a certificate and transcript.

How long will this course take to complete?

You have 12 months to complete this course, but as you work through the course material at your own pace, you may finish the course more quickly. If you require longer than 12 months, we have extensions available at \$99 per 3 months.

How much does the course cost?

The full BSB30415 course via online e-learning mode is \$1,445. There is also the option to study one unit at a time for \$139 per unit. Fees are fully inclusive of trainer support, assessment and certificate delivery. There is no GST component. Hard copies of individual units are available at \$30 per unit + postage, or the full course for \$1,745 which we refer to as distance learning. Distance learning means you study online but also receive the printed unit/s.

Are any subsidies available to assist with payment?

The Australian Government provides a range of incentives to employers for employing an apprentice or trainee. Australian Apprenticeships (the term given to traineeships) are available in over 600 different occupations, some part-time and some full-time, (including some for mature age workers). Existing employees can also benefit through the traineeship scheme assisting employers to upskill their employees. It is recommended that employees discuss options with their employer or visit the traineeship website: <http://www.australianapprenticeships.gov.au/>

***How will I be notified of my results?***

To pass an assessment task you must be given the status of “competent” by your trainer. This will occur after you have submitted the tasks for each unit. You do not need to wait for any assessment to be marked before continuing on with your next unit. Once you have been graded as competent for every unit in which you are enrolled, you will then be eligible to receive your qualifying certificate and transcript.

What will I receive?

Successful completion of all units entitles the trainee to the nationally recognised, qualifying BSB30415 Certificate III in Business Administration qualification. A transcript of the unit competencies achieved will be provided with the certificate. Both the certificate and the transcript should be retained in a safe place.

Can I apply for RPL or Credit Transfer?

For those who have relevant experience or who have completed other training, recognition of prior learning (RPL) is available. An application form and guide is available on the NFI website under Forms or you can request RPL information be emailed, should you wish to apply. RPL fee is \$995. RPL may be combined with Credit Transfer and study of units to a maximum fee of \$1,445.

How do I apply?

To enrol, there are two steps: firstly, complete the Enrolment through our website; secondly, email us your completed Unit Chooser Form. The Unit Chooser Form is required so that we know which of the elective units you prefer to study. You will then receive an email confirming that we have received your enrolment. Your receipt for payment will be emailed separately. Your login details for each unit will be emailed so you can begin straight away if you wish.

Can I speak to someone about the course?

Yes, certainly. Please call Client Services on 1300 765 400 – we’d be delighted to hear from you. Alternatively, you will find more about us on our website at www.financeinstitute.com.au