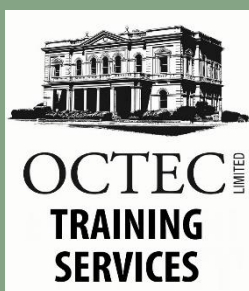




BSB30115 Certificate III in Business Online Program



INFORMATION BOOKLET

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About OCTEC

OCTEC is a leader in assisting people and their communities to provide early pathways to employment and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of their existence.

The training, support and employment spheres in which OCTEC operates are becoming increasingly competitive. They are becoming increasingly dominated by large providers from both the public and private sectors. As a medium-sized provider from the community sector, OCTEC has been able to differentiate what it does, specialising in key areas of training and support, while maintaining a network of customised services across NSW.

OCTEC Training Services

OCTEC Ltd is a Registered Training Organisation (RTO) that delivers a variety of accredited qualifications including the BSB30115 Certificate III in Business

OCTEC Ltd delivers qualifications throughout Australia.

RTO ID: 90142

ABN: 91 336 868 595

Contact details

If you have any questions or enquiries about this course, we can be contacted through the following methods:

Telephone: 02 6362 7973 (9.00am – 5pm AEST)

Email: training@octec.org.au

Web Site: www.octec.org.au

Head Office

247 Anson Street

Orange NSW 2800

Course Overview

Qualification

BSB30115 Certificate III in Business

This course is accredited through the Australian Skills Quality Authority (ASQA) and is nationally recognised. This course has been developed to enable learners to satisfy the requirements for the BSB30115 Certificate III in Business, requiring 12 units - 1 core unit plus 11 elective units of competency. Learners must complete 12 units of competency to achieve the qualification.

About the qualification

This qualification applies to a range of administrative roles in varied contexts.

During this course students will develop:

- Customer Service skills
- Team work skills
- Communication skills
- General business and administrative skills

Delivery mode

This qualification program is delivered in a **online** training model. The program includes:

- Virtual classroom training via Zoom
- Homework / Self-Paced Structured Learning activities conducted through an online learning management system

Course duration and amount of training

Course duration

This is a full-time study program that is completed over 26 weeks (2 x 13 week semesters)

This is a shorter duration course which is aimed at individuals who already have some existing business skills and/or experience in the workforce.

According to the AQF and the Standards for RTOs 2015, Certificate III programs should be delivered over 1200 hours or a 12 month period. This duration may be reduced where students have existing knowledge and skill relating to the qualification.

As part of the entry requirement for this shorter duration program, students will need to undertake an assessment of existing skills and knowledge.

Amount of training (student commitment)

Students considering this program should be able to commit to full-time hours throughout the program. This course work will include:

- Virtual classroom training 2 days per week
- Up to 15 hours of Homework / Self-Paced Structured Learning activities (delivered online)

In total, students will complete approximately 650 hours of training and assessment throughout this program.

Course Content

The BSB30115 Certificate III in Business is made up of 12 Units of Competency.

OCTEC's training program includes clustering of units. Clustering units of competency allows similar or complementary content items to be delivered at the same time. This may reduce duplication in content covered and reduce the amount of training to be provided.

The following information provides a summary of the units that will be covered as part of this qualification.

Schedule

Week	Unit/s of competency
1 - 3	BSBWOR203 Work effectively with others
3 - 5	BSBWHS201 Contribute to health and safety of self and others
6 - 9	Cluster BSBFLM303 Contribute to effective workplace relationships BSBDIV301 Work effectively with diversity
10 - 13	Cluster BSBCUS301 Deliver and monitor a service to customers BSBCMM301 Process customer complaints
14 - 17	Cluster BSBADM311 Maintain business resources BSBPUR301 Purchase goods and services
18 - 20	BSBWOR301 Organise personal work priorities and development
20 - 22	BSBINN301 Promote innovation in a team environment
23 - 26	Cluster BSBFLM305 Support operational plan BSBFLM309 Support continuous improvement systems and processes

Units of Competency

BSBWOR203 Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

ELEMENTS

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

BSBWHS302 Apply knowledge of WHS legislation in the workplace

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

This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

ELEMENTS

1. Determine the legal framework for WHS in the workplace
2. Contribute to activity that reflects WHS legislative requirements
3. Keep up-to-date with legislation and relevant publications

BSBFLM303 Contribute to effective workplace relationships

This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.

This unit applies to individuals who use leadership skills including motivation, mentoring and coaching to develop efficient, effective and unified teams and facilitate communication between team members and management of the organisation

ELEMENTS

1. Seek, receive and communicate information and ideas
2. Encourage trust and confidence
3. Identify and use networks and relationships
4. Contribute to positive outcomes

BSBDIV301 Work effectively with diversity

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

ELEMENTS

1. Recognise individual differences and respond appropriately
2. Work effectively with individual differences

BSBCUS301 Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

ELEMENTS

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

BSBCMM301 Process customer complaints

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

It applies to individuals who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

ELEMENTS

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

BSBADM311 Maintain business resources

This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of business resources and their basic maintenance to provide technical advice and support to a team.

ELEMENTS

1. Advise on resource requirements
2. Monitor resource usage and maintenance
3. Acquire resources

BSBPUR301 Purchase goods and services

This unit describes the skills and knowledge required to determine purchasing requirements and make and receive purchases.

It applies to individuals who work under a level of supervision and who conduct low risk, low expenditure purchasing for an organisation using established and documented purchasing strategies. Individuals may be working in a small organisation with general responsibility for conducting purchasing within an organisation, or they may be a purchasing specialist working in a large organisation. Some judgement may be required to make decisions about purchasing strategies.

ELEMENTS

1. Understand purchasing and own requirements
2. Make purchases
3. Receive purchases

BSBWOR301 Organise personal work priorities and development

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

This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.

ELEMENTS

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

BSBINN301 Promote innovation in a team environment

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

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

ELEMENTS

1. Create opportunities to maximise innovation within a team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

BSBFLM305 Support operational plan

This unit describes the skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

It applies to individuals who use planning and analytical skills to achieve the measurable, stated objectives of the team and the organisation. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

ELEMENTS

1. Contribute to implementation of operational plan
2. Assist in recruiting employees and acquiring resources
3. Support operations

BSBFLM309 Support continuous improvement systems and processes

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

It applies to individuals with roles of responsibility who use initiative, organisational and communication skills to influence the ongoing development of the organisation.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

ELEMENTS

1. Contribute to continuous improvement systems and processes
2. Monitor and report specified outcomes
3. Support opportunities for further improvement

Student Support Services

As part of your enrolment, OCTEC will conduct an assessment to help determine your individual needs. If you require any additional supports, we will develop an action plan with you to provide assistance to address your individual needs.

We can provide a variety of support services. Below is a summary of some of the services we can offer you.

If you have a disability or literacy difficulties

If you have a disability or literacy difficulties, OCTEC Ltd will work with you to develop an action plan to support your needs. This may include making changes or any 'reasonable adjustments' necessary for you to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need, according to individual circumstances.

Reasonable adjustment may include, but is not restricted to:

- More time to complete assessments
- Demonstration of skills (where possible)
- Education support (one-on-one sessions with trainer/assessor)
- Use of visual aids
- Use of adaptive technology
- Additional activities to develop your LLN skills

If you require additional support, please advise your trainer or one of our Student Support Workers.

Student support for Aboriginal or Torres Strait Islander people

OCTEC Ltd is able to provide student support services to Aboriginal and Torres Strait Islander students to help ensure the success of students. Services we can offer include:

- Verbal assessment rather than written assessments
- One-on-one sessions with trainer/assessor
- Additional time to complete assessments

Course requirements

Entry requirements

There are no formal entry requirements for this qualification, however:

- Students must have sufficient literacy and language English skills and will be required to complete a Language, Literacy and Numeracy assessment prior to undertaking training to ensure they have the required skills to undertake training at this level.

Pre - course assessment

All applicants for this course need to participate in a pre-course assessment prior to acceptance into this course. The pre-course assessment will include:

- Completing a questionnaire to help us identify your individual needs
- Completing an online Language Literacy and Numeracy Assessment
- Completing a questionnaire about your existing skills and experience in computers or a business environment

USI requirements

From 1 January 2015, it is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised Course, will require a unique student identifier (USI) number before any Certificates can be issued.

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers, including all completed training units and qualifications.

As part of the enrolment process with OCTEC Ltd, you will be required to provide us with your USI number. If you do not have a USI number, you can register for your USI Number by visiting www.usi.gov.au. If you need assistance, an OCTEC staff member can help you to register for a USI.

On enrolment your USI Number will be verified by OCTEC.

Identification and evidence requirements

When enrolling in an OCTEC training program, you will be asked to provide identification so that we can confirm your identity and check your eligibility for Smart and Skilled subsidies, concessions or exemptions.

Evidence of residency in NSW or ACT:

- Drivers Licence or Proof of Aged Card, or
- Utilities Bill

Evidence of citizenship, residence or visa status

- Australian or New Zealand Passport or
- Australian or New Zealand Birth Certificate
- Green Medicare Card or
- Visa or residency documentation

Evidence for concession fee

- Centrelink evidence – proof of benefit
- Centrelink evidence – proof of being dependent child, partner or spouse of a Commonwealth Government welfare recipient

Evidence for fee exemption – Aboriginality

- Student declaration/signature

Evidence for fee exemption – disability

- Centrelink evidence, for example:
 - A letter from Centrelink that shows your Client Reference Number (CRN) or
 - A current Disability Pensioner Concession Card that shows the CRN, or
 - A current Centerlink income statement for the Disability Support Pension or
- Documentary evidence of support demonstrating a clear additional need as a result of the your disability. A letter or statement from:
 - A medical practitioner
 - An appropriate government agency (eg Disability Employment Service, Disability Service Provider)
 - A specialist allied health professional (eg psychologist, occupational therapist, rehabilitation counsellor)

Evidence for fee exemption – refugee or asylum seeker

- Relevant visa documentation or
- ImmiCard or
- Documentation from the Department of Immigration and Border Protection acknowledging application for humanitarian visa

Evidence for Fee-free scholarship

Students who are applying for a Fee-Free Scholarship should discuss specific evidence requirements with an OCTEC RTO Representative.

Course Fees - NSW

Smart and Skilled Courses – Course Fees

Where your course is funded through NSW Smart and Skilled, the following fees apply:

First Qualification	\$1,320
Subsequent Qualification	\$1,580
Concession	\$240
Exemption	\$0

For more information about Smart and Skilled Fees, please speak to one of our RTO staff members. You can also visit the following link for information on Smart and Skilled Fees

<https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost>

First qualification	<p>This fee applies to standard students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the student does not already hold post-school qualifications</p> <p>Please note on completion of this qualification, students will need to pay the "Subsequent qualification" fee for future Smart and Skilled funded qualifications.</p>
Subsequent qualification	<p>This fee applies to students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the student already holds a previous post-school qualification.</p>
Concession	<p>This is a discounted fee that applies to disadvantaged students. See eligibility requirements below for details on whether you meet the requirements for a concession fee.</p>
Exemption	<p>Some students may be eligible for a full fee exemption for this course. See the eligibility requirements below for details on whether you meet the requirements for a fee exemption.</p>

Fee adjustments

Adjustments are made to fees in the following circumstances:

- Where a student is granted recognition of prior learning (RPL) for one or more units of competency
- Where a student is granted credit transfer (CT) for one or more units of competency

In both circumstances, the fees for the qualification will be reduced. Talk to an OCTEC RTO representative for more information about fee adjustments for RPL and CT.

Eligibility for Smart and Skilled funded programs

To be eligible for Smart and Skilled funded training programs, excluding traineeships, the student must meet the following eligibility requirements:

- Be an Australian Citizen, a permanent Australian resident, a New Zealand citizen or be a humanitarian visa holder, and
- Be 15 years or older, and
- live or work in New South Wales, and
- no longer be at school (except for school-based trainees and students being home-schooled).

Students who are new entrant trainees are automatically eligible for Smart and Skilled subsidy for the NSW Skills List qualification that supports their traineeship.

Concession eligibility

A student who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for this qualification. Students who are dependents of a person receiving a specified Commonwealth Government benefit or allowance may also be eligible for a concession fee.

Specified Government benefits and allowances include (but are not limited to):

- | | |
|----------------------|--|
| • Age pension | • Austudy |
| • Carer Payment | • Family Tax Benefit Part A (maximum rate) |
| • Newstart Allowance | • Parenting Payment (single) |
| • Youth Allowance | • Sickness Allowance |

Speak to an OCTEC RTO representative for details of all benefits and allowances that meet the eligibility requirements.

Exemption eligibility

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- People with a disability(ies)
- Students who are dependants of a person who is receiving the Disability Support Pension
- Refugees and asylum seekers
- Recipients of Fee-Free Scholarships (see below)

Fee-free scholarships

The NSW Government's Smart and Skilled Fee-Free Scholarships mean that students can get training to get the skills they need to get the job they want and their course fees will be covered.

Smart and Skilled Fee-Free Scholarships are available for:

- young people who are eligible for a concession fee
- young people who are or have been in out-of-home care
- people who are experiencing or have experienced domestic and family violence and their dependants.

Talk to an OCTEC RTO representative for more information about Fee-Free Scholarships, or visit <https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships>

Additional Fees and Refunds Information

Payment plans and maximum upfront payments

To comply with our requirements as a Registered Training Organisation, OCTEC has established the following rules regarding the collection of fees:

- Payment plans are mandatory where course fees paid by individual students exceed \$1,500
OCTEC will not accept full pre-payment of a course where the fees exceed \$1,500
- Where an employer or other organisation contracts OCTEC to deliver training on their behalf, there is no requirement for a payment plan

Fee collection and terms

Once a student has confirmed enrolment into this qualification, OCTEC will raise an invoice for student fees.

The invoice will be emailed or posted directly to the student unless prior arrangements have been made for another party to make the payment.

In circumstances where an employer or other organisation (e.g. Employment Service's) has agreed to pay student fees, the invoice will be forwarded to that party for payment.

Invoices have a 7 day payment period, however payment plans can be negotiated.

All fees MUST be paid prior to final assessment for any qualification or course. No certificates or testamur will be issued until course fees are paid.

Refunds policy

Please refer to your Student Handbook for details about OCTEC Ltd.'s refund policy.