

# BSB30120 CERTIFICATE III IN BUSINESS



**Greystone**  
COLLEGE

CRICOS COURSE CODE: 104774M

- Explore and develop a wide range of business skill sets to support your success in business services jobs
- Develop soft skills like critical thinking, articulating and debating ideas effectively, and customer service
- Explore current business topics like sustainability, inclusive work practices, and safety
- Combine your program with progressive qualifications and build a long-term study plan to achieve your learning and career goals

## Campus

**Adelaide, Brisbane, Melbourne, Sydney**

*Due to COVID-19, Greystone College Australia will continue to offer online VET classes until at least the end of 2022.*

## Program Length

60-66 weeks\* (20 hours/week)

Includes 6 hours/week online study +

14 hours/week in class study

*\*48 weeks study + up to maximum 18 weeks scheduled breaks*

## Schedule

Weekday: Adelaide, Brisbane, Melbourne, Sydney

Weekend: Adelaide, Brisbane, Melbourne, Sydney

## 2021 Start Dates

May 10, Jun 7, Aug 2, Aug 30, Sep 27, Nov 22

### SCHEDULED BREAKS

Jul 5 - Aug 1

Oct 25 - Nov 21

Dec 20 - Jan 2, 2022

## 2021 Fees

Registration fee:	\$230
Material fees:	\$280
Tuition:	\$12,000

*RPL & Credit Transfer must be applied for upon enrolment  
Moodle re-opening fee \$50\**

*\* All fees in Australian Dollars, payment by installment is available on request and approval*

## Entry Requirement

- An equivalent of Australia's Year 10 school certificate. A prior working knowledge of a business environment would be useful.
- International students must meet a minimum language requirement of IELTS 4.5 with a minimum band score of 4.0. TOEIC 525 with a minimum reading score of 250. Direct entry is available through ILSC Intermediate 1 and above.
- Students must be at least 18 at the commencement of studies.

## Program Description

In the BSB30120 Certificate III in Business, you will build key skills and knowledge to support your success in a variety of business services job roles. You will explore how to conduct a range of routine tasks that require technology and business skills, and will be able to establish your own work performance. This qualification will help you develop critical thinking skills to support effective decision makings, allowing you to apply relevant theoretical knowledge to support your work. You will also learn to provide technical advice and support to a team.

## Study Schedule/Delivery Mode

In all of our programs, you will build a timetable which combines 14 hours a week of face-to-face, in-class and six hours per week online study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with Assessment Essentials and PASS classes.

You must attend both lectures, as each lecture covers different content. PASS classes are Practical Assessment Support Sessions. In PASS classes, you will meet with your trainer to discuss any questions you may have about study or assessments. In Assessment Essentials, you'll learn essential tips and info on how to successfully complete the unit. This class guides you through the unit focusing on key topics you need to master, as well as assessment tips and common mistakes. NOTE: If you miss a class, please view the videos.

## Weekday Schedule - Sample\*

HOURS	MONDAY	TUESDAY
1:15 PM-3:15 PM	Assessment Essentials	PASS
3:30 PM-5:30 PM	PASS	Assessment Essentials
6:00 PM-9:00 PM	Lecture	Lecture

## Weekend Schedule - Sample\*

HOURS	FRIDAY	HOURS	SATURDAY
1:15 PM-3:15 PM	Assessment Essentials	9:00 AM-12:00 PM	Lecture
3:30 PM-5:30 PM	Assessment Essentials	12:30 PM-3:30 PM	Lecture
6:00 PM-9:00 PM	PASS	3:45 PM-4:45 PM	PASS

*\* Schedules may vary.*



# BSB30120 Certificate III in Business Units

## BSBCRT311 APPLY CRITICAL THINKING SKILLS IN A TEAM ENVIRONMENT

In this unit you will learn how to use critical thinking skills to find solutions to workplace problems. Topics include: Prepare to address workplace problems; Evaluate solutions for workplace problems; Finalise and review solution development processes.

## BSBPEF201 SUPPORT PERSONAL WELLBEING IN THE WORKPLACE

In this unit you will learn how to improve your personal wellbeing in the workplace. Topics include: Recognise factors that impact personal wellbeing; Plan communication with a supervisor; Communicate with a supervisor; Investigate available wellbeing resources.

## BSBSUS211 PARTICIPATE IN SUSTAINABLE WORK PRACTICES

In this unit you will learn how to carry out work practices in an environmentally sustainable way. Topics include: Measure sustainable work practices; Support sustainable work practices; Seek opportunities to improve sustainable work practices.

## BSBTWK301 USE INCLUSIVE WORK PRACTICES

In this unit you will learn how to recognise and interact productively with diverse groups of people in the workplace. Topics include: Establish practices that support individual differences in the workplace; Work effectively with individual differences; Assess use of inclusive practices.

## BSBWHS311 ASSIST WITH MAINTAINING WORKPLACE SAFETY

In this unit you will learn how to implement and check workplace health and safety policies, procedures and programs. Topics include: Assist with incorporating WHS policies and procedures into work team processes; Contribute to consultative arrangements for managing WHS; Contribute to organisational procedures for providing WHS training; Participate in identifying hazards, and assessing and controlling risks for the work area.

## BSBXC301 ENGAGE IN WORKPLACE COMMUNICATION

In this unit you will learn how to use appropriate methods to communicate effectively in the workplace. Topics include: Plan workplace communication; Undertake routine communication; Participate in workplace communication.

## BSBTEC201 USE BUSINESS SOFTWARE APPLICATIONS

In this unit you will learn how to choose suitable software and organise electronic information in the workplace. Topics include: Select and prepare to use technology; Input and process information or data; Finalise and store document.

## BSBWRT311 WRITE SIMPLE DOCUMENTS

In this unit you will learn how to plan, draft and finish a simple document. Topics include: Plan simple documents; Draft simple documents; Finalise simple documents.

## BSBTEC202 USE DIGITAL TECHNOLOGIES TO COMMUNICATE IN A WORK ENVIRONMENT

In this unit you will learn how to choose and use suitable methods of digital communication in the workplace. Topics include: Identify purpose and methods of digital communication; Implement procedures to send and receive digital communications; Assist with managing digital communications.

## BSBPEF301 ORGANISE PERSONAL WORK PRIORITIES

In this unit you will learn how to organise a personal work schedule, analyse and receive feedback on your work, and develop your skills professionally. Topics include: Organise and complete your own work schedule; Evaluate your own work performance; Coordinate personal skill development and learning.

## BSBINS302 ORGANISE WORKPLACE INFORMATION

In this unit you will learn how to receive, collect, organise and apply workplace information. Topics include: Receive, acquire and assess information; Organise information; Review information needs.

## BSBCRT412 ARTICULATE, PRESENT AND DEBATE IDEAS

In this unit you will learn how to effectively express, present and debate ideas, using creative techniques to engage others. Topics include: Establish a framework for communication; Develop ideas for communication; Debate and discuss ideas.

## BSBOPS304 DELIVER AND MONITOR A SERVICE TO CUSTOMERS

In this unit you will learn how to identify customer needs, and deliver and improve customer service. Topics include: Identify customer needs; Deliver a service to customers; Evaluate customer service delivery.

## Important Information



### GREYSTONE COLLEGE TRAINING FACILITIES AND RESOURCES

Greystone College campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended you bring your own laptop (device) to enhance your campus experience. All course resources are available to students via their personal login to the Learning Management System (Moodle). Students can track their progress and academic success.



### BOOTCAMP

Bootcamp is a free service designed to keep you on track. Juggling a busy lifestyle with study and work can be tough; our free Bootcamp program is available to help students catch up on assessments if they fall behind.



### COURSE RESOURCES

The Online Course Resource Library provides students with informative links and information. Resources are easily searched by course unit or topic, and make your learning easier. On the Online Learning Management System (LMS), all class assessments, student work books, and extra resources that support class delivery are available for download. Test and assessment results are posted in student files. Students can use the LMS to message other students in their classes or their trainer if they have questions or want to connect.



### ASSESSMENTS

All units studied in this qualification will be assessed in at least three different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.



### COURSE COMPLETION

Students obtaining a 'Competent' result for all units studied will be issued a 'Qualification' – BSB30120 Certificate III in Business issued by Greystone College. Should a student not complete the full qualification, a 'Statement of Attainment' will be issued for the units which the student is deemed 'Competent'.



### RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

RPL and Credit Transfer can be applied for at the time of enrolment or during the orientation. Please refer to Greystone College website or VET Student Handbook for more information.



### WHAT IS NATIONALLY RECOGNISED TRAINING

All Greystone College programs are Nationally Recognised Training. The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

For policies and procedures around: deferring, suspending, or cancelling enrollment; refunds; complaints and appeals; tracking attendance and academic progression, please refer to our website: <https://www.greystonecollege.com.au/policies>

Greystone College Pty Ltd partners with local and global agents to engage with prospective students. Please see the list on our website under Policy and Procedures for details.



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[GREYSTONECOLLEGE.COM.AU](https://www.greystonecollege.com.au)

ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne, ILSC-Adelaide, Greystone College and ILSC Australia  
RTO Number 31564, CRICOS Course Code: 02137M.



# ONLINE LEARNING SUPPORT MEASURES FOR GREYSTONE COLLEGE STUDENTS



## **Why is Greystone College Australia delivering classes online?**

Due to the COVID-19 pandemic, Greystone College has had to shift its delivery of VET courses from on-campus to online. We will continue to keep students updated as Greystone College assesses government guidelines and directives.

## **How can I access my online VET courses?**

Delivery of lectures and support classes are provided using professional ZOOM webinar technology. The technology allows students and trainers to screen share content, use on screen whiteboards, use breakout rooms for group based learning activities or private conversations, manage in class polls and debates, trainer to student or student to student chat functions and much more.

## **What equipment do I need to join online?**

Greystone College students can participate in the online courses using a smartphone, laptop or tablet. They also need an internet connection to connect in.

Greystone College uses MOODLE as its Learner Management System, which all students have access to once they commence their program. Classes are delivered remotely using ZOOM as its platform.

If a student does not have the necessary equipment to join online classes, the college may be able to support the student with on-campus equipment.

Greystone College students receive a free Microsoft Office subscription, and this allows them to have access to all the MS suite of products, including Word, Excel, PowerPoint and TEAMS.

## **How should I complete assessments?**

### **How about observations and role-plays?**

Assessments are delivered using our customised Learning Management System, Moodle. Students are able to access all topic content online, and provide written responses using fillable PDF documents and templates to deliver individual and group-based assessment. If students are not able to access these documents online, PDF print-outs can be made available.

Students are also required to demonstrate knowledge of assessments through trainer observations during webinars as part of their final grade. Observations might include a group activity such as a presentation, or individual role play simulation. Grades and detailed assessment feedback are allocated to students via Moodle allowing students to manage their course progress.

## **Who can I talk to if I have a problem?**

Greystone College students have access to student support via email, phone or in-person at the campus.

**[WWW.GREYSTONECOLLEGE.COM.AU](http://WWW.GREYSTONECOLLEGE.COM.AU)**

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