



Centre of Professional
Learning and Education

QUALIFICATION INFORMATION

BSB30120 CERTIFICATE III IN BUSINESS

VERSION 01 | JAN 2022



real skills for
real careers

The logo for the Centre of Professional Learning and Education (CPL) features the letters 'CPL' in a large, bold, white sans-serif font. The letters are positioned over a large, light blue circle that has a subtle gradient from top to bottom. The background of the entire page is a dark blue gradient, decorated with several smaller circles of varying shades of blue and white, some of which are partially cut off by the edges of the frame.

**Centre of Professional
Learning and Education**



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ABOUT US

Communities at Work's Centre of Professional Learning and Education (RTO 88148) is registered with the Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications within the areas of Early Childhood Education & Care and Business.

We are a three-time proud **winner of the Large Employer of the Year Award at the ACT Training Awards 2019, 2020 and 2021** and pride ourselves in delivering exceptional training programs and services that have been developed to meet industry and sector requirements.

Our passionate team holds relevant industry experience, qualifications and are committed to supporting students throughout their enrolment to successfully achieve their qualification.

Our quality based approach to delivering VET qualifications consist of a range of teaching and learning strategies such as the provision of face to face classes, online learning, virtual support and hands-on experience in the work environment.

In addition to delivering VET qualifications, we offer an array of professional development sessions and customised training across the ACT and surrounding regions.

The professional learning and training programs delivered by CPLE are designed to build and enhance the skills and knowledge of our students to promote best practice in the workplace.

We look forward to the possibility of supporting you in achieving your learning goals and furthering your career opportunities.

QUALIFICATION OUTLINE



The BSB30120 Certificate III in Business will provide you with a set of transferable skills that will be valued in the workplace. This qualification will suit you if you have a strong interest in a career in business and want to engage in employment as the following:

- Accounts Clerk
- Accounts Payable Clerk
- General Clerk
- Junior Personal Assistant
- Office Assistant
- Receptionist
- Word Processor

Via the completion of this qualification, you will develop a working knowledge of office software and business technology along with developing skills in critical thinking, inclusive work practices, communication, workplace health and safety and more.

The knowledge gained from this qualification will provide you with a set of skills that will be valuable for a variety of roles that require technology and business skills. Whether you are already working, or just starting out in your career, this qualification will provide you with a solid foundation to develop your skills and boost your employability.

UNITS WITHIN THE QUALIFICATION

You must be assessed as competent in a total of 13 units to be awarded the BSB30120 Certificate III in Business: 6 core units and 7 elective units. Consistent with the qualification packaging rules, the units listed below will be delivered in this qualification:

CORE UNITS

- BSBCRT311** Apply critical thinking skills in a team environment
- BSBPEF201** Support personal wellbeing in the workplace
- BSBSUS211** Participate in sustainable work practices
- BSBTWK301** Use inclusive work practices
- BSBWHS311** Assist with maintaining workplace safety
- BSBXCM301** Engage in workplace communication

ELECTIVE UNITS

- BSBTEC301** Design and produce business documents
- BSBTEC302** Design and produce spreadsheets
- BSBPEF301** Organise personal work priorities
- BSBOPS304** Deliver and monitor a service to customers
- BSBOPS305** Process customer complaints
- BSBFIN301** Process financial transactions
- BSBOPS303** Organise schedules

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification. However, you will need to have the following attributes and resources to study this qualification with us:

COMPUTER & DIGITAL REQUIREMENTS

You must have personal access to:

- A digital device such as a computer or laptop with webcam capabilities to participate in assessments via virtual role plays via MS Teams.
- A working Internet connection.
- Speakers or headphones to watch and listen to webinars and videos provided as part of the learning materials in our Learning Management System 'Canvas.'
- Business software applications such as Word, Excel and PowerPoint or equivalent.
- An active email account for the sake of communication and scheduling.

NOTE: These requirements are essential to engage in this qualification. CPLE will not provide these for you during your enrolment with us.

WORK PLACEMENT/ EXPERIENCE

Ideally, you should be employed in a business environment and supported by an employer to ensure access to a workplace for the application of learning and for assessment purposes. If access to a business environment isn't available, please speak with CPLE to identify other possible avenues for the application of learning prior to enrolment in this qualification.

FOUNDATION, LANGUAGE, LITERACY AND NUMERACY SKILLS

To allow for successful completion, you must hold skills sets which enable the completion of the following tasks applicable to the qualification. Foundation skill requirements are contained within the BSB Interpretation Manual and based on the units CPLE offer within this qualification, are as such:

READING:

- Identifies and interprets textual information to determine job role and requirements.
- Interprets textual information from a range of sources to confirm all necessary job requirements.
- Interprets textual information from a range of sources and identifies relevant information.
- Comprehends textual information and integrates ideas and concepts from various sources.
- Applies appropriate strategies to construct meaning from WHS legislative and organisational documentation.
- Recognises and interprets textual information from a range of sources to determine and adhere to requirements.
- Proofreads texts for clarity of meaning and accuracy of grammar and punctuation
- Identifies and interprets textual information to determine legislative, regulatory and organisational requirements.

WRITING:

- Completes responses to customer complaints in required format.



TEAMWORK:

- Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts.

SELF-MANAGEMENT:

- Understands and adheres to legal and regulatory responsibilities related to own work.
- Recognises and follows explicit and implicit protocols and meets expectations associated with own role.

PLANNING AND ORGANISING:

- Complies with organisational policies and procedures relevant to role.

TECHNOLOGY:

- Uses main features and functions of digital tools to complete work tasks and access information.
- Uses the main features and functions of digital tools to complete work tasks.
- Uses digital technology to access, filter, compile, integrate and logically present complex information from multiple sources.

GET THE WORK DONE:

- Uses digital technology to find, record or communicate basic information.

Assessment of the required foundation skills will be determined during the pre-enrolment process via the administration of the Language, Literacy and Numeracy (LLN) assessment. This is a pre-training written assessment and interview that identifies your LLN skill levels in each area. Through this process, it must be determined that you hold an ACSF* Level 3 in Learning, Reading, Writing, Oral Communication, and Numeracy in order to hold the foundation skills applicable to this qualification.

In the event it is found that you do not hold the skills required to the level needed, referrals for support will be offered to you for the sake of engagement. Depending on the skill levels determined, it may be necessary for you to engage with these supports prior to enrolment or alternatively engage with them alongside the delivery of this qualification. Options will be discussed with you after the results of your LLN assessment are finalised.

**The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.*



UNIQUE STUDENT IDENTIFIER (USI)

Students undertaking nationally recognised training are required to have a Unique Student Identifier (USI) on enrolment and supply this to CPLE for the sake of compliance. The USI is a reference number made up of ten numbers and letters. You will need a USI in order to enrol and receive your qualification or statement of attainment. For further information please visit the USI website <http://usi.gov.au>

MODES OF DELIVERY: QUALIFICATION COMPONENT

This qualification is delivered through a blended delivery mode. Learning and assessment materials will be on offer to you in our online LMS Canvas, alongside the provision of monthly 3-hour face to face support sessions to those who wish to attend. Sessions are held in the evenings, outside of work hours for attendance purposes. Speak with CPLE for information regarding dates and locations.

You will get access to a supportive trainer who will guide you through the units you need to complete and answer any questions you have. Phone, email, virtual meetings through MS Teams and opportunities for face to face discussions all form part of the support you will be offered.

Learning will involve engagement with interactive learning materials, the provision of readings, pre-recorded webinars and videos which support additional learning.

Each Canvas 'course' is a unit of competency which contains the learning and assessment materials to engage in the content and complete the assessment requirements associated with each. You will engage with 13 online 'courses' for the completion of this qualification. Units are delivered separately and not via a clustered format.

Practical assessments will be completed in your workplace under normal working conditions or via simulated work conditions through the use of role plays, case studies and access to the Complete Business Solutions Australia Intranet designed for students completing this qualification. For more information, go to: <https://www.cbsa.com.au/>

There are **no set work placement** requirements for this qualification. However, we recommend students to be employed within a business environment when studying this qualification to enable assessment as many units will require a workplace supervisor sign off to verify skill sets for several units within this qualification.





LEARNING DURATION | 18 MONTHS

You will be encouraged to complete the assessment within each unit of competency in this qualification within a six week timeframe, for scheduling purposes. This results in the duration of your studies being equivalent to 18 months in length.

You may, however, be able to complete the requirements in a shorter time frame depending on your learning style, experience, LLN levels and previous study prior to enrolling in the

qualification. Enrolment should not exceed a 24-month period unless extenuating circumstances are involved.

As this qualification is delivered within a rolling intake framework, students can commence and exit this qualification at will. There is no set cohort. Upon enrolment into this qualification, you will have a personalised schedule designed for you which is set for 6-8 week completion of the units you need to complete based on your enrolment application paperwork and previous completed study where applicable.

RECOGNITION PATHWAYS | RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

CPLC recognises the skills and knowledge that you may have gained through previous studies, workplace, and life experience. Based on such, you may be entitled to gain recognition of prior learning (RPL) before or after commencement in this qualification and may be exempt from completing one or more units via the traditional training and assessment methods.

If you believe you already have the skills and knowledge required to demonstrate competency, you can request a copy of our Recognition of Prior Learning (RPL) application form. RPL is based on a portfolio and interview approach, where you will accept the main responsibility for identifying, gathering, and submitting evidence about your achievements in the competencies.

The RPL process may also involve a practical demonstration for the purpose of assessment as well as confirmation of knowledge via competency conversations and the completion of workplace observation reports.

If you have previously completed equivalent units of competency within this qualification through training with CPLC or other RTO's, you are encouraged to submit certified copies of statement of attainments that attest to this fact. Upon verification with yourself and the issuing RTO, credit transfers will be given to applicable units with an individualised study plan developed for you with consideration to the recognition given.

ASSESSMENT

A range of assessment methods are used during engagement with this qualification including:

- Written questions and answers
- Projects
- Collation of portfolios of evidence
- Presentations
- Live and recorded role plays
- Third party reports to capture skills demonstrated via observation in the workplace by a suitably qualified workplace supervisor

Each unit is assessed both in theory and practice. This means that you will need to complete both the theoretical assessment as well as a practical assessment in the workplace or a simulated environment.

Every assessment task must be marked as satisfactory for overall competency to be achieved. No formal recognition can be awarded for partial completion of the unit e.g., just completing one assessment task but not the others. Assessment materials are on offer in our online LMS Canvas.

ASSESSMENT TYPES

Assessment Task One: Assessment task one in each unit of competency within this qualification contains questions and case studies that will allow you to apply your understanding of the requirements learned and taught in the engagement with the learning materials contained in each unit. Knowledge Checks are designed to validate your knowledge alongside the Elements, Performance Criteria, Performance knowledge and evidence within the unit of competency. They are open book assessments and you are required to complete all questions and case studies to pass the assessment. You must answer and complete the questions in your own words. If you refer to other sources of information directly or indirectly, sources must be referenced.

Assessment Tasks Two and onwards:

The completion of these assessment items requires completion of skills-based requirements of the unit of competency. They will allow you to implement the learning you have engaged in for the sake of mastering practical requirements of the unit. Projects may require the completion of tasks in the workplace as well as require collection of workplace document/evidence. They may also involve simulated assessment through the implementation of role plays with either a CPLE assessor or a peer.

Supervisor Reports (If applicable):

Competency based assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform to the standard expected in the workplace, as expressed in the relevant competency standards. A workplace supervisor is in a good position of being able to provide your CPLE trainer & assessor with assessment evidence regarding your competency and level of ability. They can do this by observing you to undertake a task or activity in your workplace or by reviewing the work you have completed that

is relevant to the competency being assessed. Third party observation reports form part of your portfolio of evidence which is used by your CPLE trainer & assessor to assess each student.

Assessment activities can be amended where reasonable adjustments are required.

CPLE trainer & assessors will consider your needs and make appropriate adjustments to the training environment and assessment, wherever feasible and practicable in line with training package requirements.

REASSESSMENT & RESUBMISSION

You will have up to three attempts to complete each assessment tasks satisfactorily. If after the third attempt, you have not completed a task satisfactorily, your CPLE trainer & assessor will make alternative arrangements for assessment, which may involve additional training and time to consolidate your skills and knowledge.

If you are required to resubmit an assessment, you may be required to:

- Resubmit incorrect answers to questions (such as written tasks and case studies).
- Resubmit part or all of a project, depending on how the error impacts on the total outcome of the task.
- Redo a role play after being provided with appropriate feedback about your original performance.
- Be observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.

If you are required to resubmit an assessment task, you will be given a due date for the resubmission. For example, you may:

- Be given 10 days in which to resubmit incorrect responses to written tasks, projects and so on.
- Be provided with feedback about your performance in a role play and then be required to complete the role play again at a future meeting with your CPLE trainer & assessor.
- Need to complete workplace-based tasks again during a workplace visit or have additional workplace observations scheduled (where applicable).

You will receive formal and informal feedback throughout your enrolment via:

- Oral feedback during face-to-face classes, phone conversations and workplace observation tasks.
- Written feedback on summative assessments submitted in Canvas.
- Written feedback and guidance provided via email correspondence.
- Documented feedback in the assessment record tool for each assessment task within each module. These are completed by trainer/ assessors and uploaded into Canvas.





QUALIFICATION STRUCTURE

You will be required to achieve competency in all 13 units to complete this qualification and be issued with a BSB30120 Certificate III in Business.

Units will be delivered to you in the following order. You will not be issued a new unit until the unit you are enrolled within, has been completed in full.

BSBWHS311 ASSIST WITH MAINTAINING WORKPLACE SAFETY | Core unit

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 13 written questions in an open book written assessment.

Assessment Task 2 : Provide Work Team with Information about WHS Role play | You must record a discussion with colleagues around two workplace WHS policies of procedures for the sake of facilitating consultation and involvement in WHS practices and processes.

Assessment Task 3 : Identify and Control WHS Hazards Project | You must undertake processes to identify and rectify hazards and risks in the workplace as per policy and procedure protocols and requirements.

Assessment Task 4 : WHS Training Needs Analysis Project | In this task, you will undertake a process to identify and rectify WHS training and knowledge gaps which exist within a team, based on a series of data presented to you within the assessment task.

BSBSUS211 PARTICIPATE IN SUSTAINABLE WORK PRACTICES | Core unit

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 12 written questions in an open book written assessment.

Assessment Task 2 : Sustainable Workplace Project and Role-Play |

This task consists of two parts:

- **Part A** | Complete an audit and review the sustainability practices of your workplace.
- **Part B** | Discuss your findings to improve the efficiency of resources and processes.

Assessment Task 3 : Communicating Workplace Sustainability Practices Project | This task will require you to communicate and encourage staff participation in at least three sustainable work practices which you currently engage in within your workplace.

BSBPEF201 SUPPORT PERSONAL WELLBEING IN THE WORKPLACE | Core unit

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 8 written questions in an open book written assessment.

Assessment Task 2 : Self-Assessment Portfolio | This task consists of two parts:

- **Part A** | You must assess and evaluate your own wellbeing and complete a self-assessment.
- **Part B** | You must review your self-assessment to understand how the factors identified are impacting your work role and to identify the resources to help manage your wellbeing.

Assessment Task 3 : Communication Plan: Portfolio and Role Play |

This task is divided into three parts:

- **Part A** | You must establish a plan to discuss your wellbeing concerns with a supervisor.
- **Part B** | You must discuss their wellbeing concerns with a supervisor.
- **Part C** | You must review your meeting from Part B to determine the effectiveness of your communication.

BSBTWK301 USE INCLUSIVE WORK PRACTICES | Core unit

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 8 written questions in an open book written assessment.

Assessment Task 2 : Inclusive Policies and Procedures Role Play/Portfolio | You are required to use inclusive work practices with a diverse group of individuals to achieve work outcomes including:

- **Part A** | Conducting a survey regarding diversity and inclusion in the workplace.
- **Part B** | Developing a plan to incorporate inclusive practices in the workplace.

Assessment Task 3 : Inclusive Work Practices Portfolio | You are required to use inclusive work practices with a diverse group of individuals to create an internal communication tool promoting inclusivity and diversity in the workplace.

BSBXCM301 ENGAGE IN WORKPLACE COMMUNICATION | Core unit

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 16 written questions in an open book written assessment.

Assessment Task 2 : Engage in Workplace Communications Role-play and project | This task consists of a role-play where you will be demonstrating active listening and questioning techniques in a simulated situation. After the role play, you will be required to answer two questions located in the assessment task document.

Assessment Task 3 : Supervisor Report Observation in the workplace | Your workplace supervisor is to complete a report that confirms your ability to demonstrate specific skills and knowledge required of this unit.



BSBCRT311 APPLY CRITICAL THINKING SKILLS IN A TEAM ENVIRONMENT | Core unit

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 10 written questions in an open book written assessment.

Assessment Task 2 : Workplace Health and Safety Problem Project and role-play |

This task consists of three parts:

- **Part A : Written Questions** | This part consists of written questions to identify the problem, relevant policies/legislation, and formulate questions and selection criteria to develop solutions. Please use the provided template.
- **Part B : Role-play** | This part consists of a role-play providing an opportunity for stakeholder consultation around the problem and discussions concerning possible solutions and key selection criteria.
- **Part C : Presentation** | This part consists of a presentation to stakeholders explaining chosen solutions and the critical thought processes behind these solutions. This part provides an opportunity for stakeholder questions and challenges concerning chosen solutions.

Assessment Task 3 : Workplace Problem Customer Satisfaction Project and role-play |

This task consists of three parts:

- **Part A : Role-play** | This part consists of a role-play providing an opportunity for stakeholder consultation around the problem as well as discussions concerning possible solutions.
- **Part B : Presentation** | This part consists of a presentation to stakeholders explaining chosen solutions and the critical thought processes behind these solutions.

Assessment Task 4 : Critical Thinking Learnings Reflection and written questions |

You are required to respond to a series of seven written reflection questions in relation to critical thinking learnings undertaken during project work.

BSBTEC301 DESIGN AND PRODUCE BUSINESS DOCUMENTS | Elective unit

This unit describes the skills and knowledge required to design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 7 written questions in an open book written assessment.

Assessment Task 2 : Formal Letter Project | You must design, produce, and finalise a formal business letter using a suitable word processing application.

Assessment Task 3 : Internal Memorandum Project | You must design, produce, and finalise an internal business memorandum using a suitable word processing application.

Assessment Task 4 : Business Budget Project | You must design, produce, and finalise a basic business budget using a suitable data processing application.

Assessment Task 5 : Business Presentation Role play | You must participate in a role play to design, produce and finalise a business presentation using a suitable presentation application.



BSBTEC302 DESIGN AND PRODUCE SPREADSHEETS | Elective unit

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 10 written questions in an open book written assessment.

Assessment Task 2 : Establish and Manage Schedule Requirements Project and role play |

This task consists of four parts:

- **Part A** | In this part, you will establish organisational and schedule management requirements by reviewing procedures and participating in a meeting to establish schedule management needs.
- **Part B** | In this part, you will develop electronic schedules for three team members, including new and recurring appointments. You will also clarify schedule accuracy through discussion with each team member.
- **Part C** | In this part, you will develop a manual schedule for managing meeting room bookings.
- **Part D** | In this part, you will manage schedules by scheduling new appointments and negotiating alternative arrangements and changes to appointments.

Assessment Task 3 : Evaluate Scheduling Systems Project | This task consists of three parts:

- **Part A** | In this part, you will create an email seeking feedback from team members on the scheduling system.
- **Part B** | In this part, you will develop a brief evaluation report documenting the feedback received, evaluating the system, and making recommendations for improvement.
- **Part C** | In this part, you will begin implementing improvement solutions by communicating changes to the team.



BSBOPS303 ORGANISE SCHEDULES | Elective unit

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation. It involves using manual and electronic diaries, schedules and other appointment systems.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 10 written questions in an open book written assessment.

Assessment Task 2 : Establish and Manage Schedule Requirements Project and role play |

This task consists of four parts:

- **Part A** | In this part, you will establish organisational and schedule management requirements by reviewing procedures and participating in a meeting to establish schedule management needs.
- **Part B** | In this part, you will develop electronic schedules for three team members, including new and recurring appointments. You will also clarify schedule accuracy through discussion with each team member.
- **Part C** | In this part, you will develop a manual schedule for managing meeting room bookings.
- **Part D** | In this part, you will manage schedules by scheduling new appointments and negotiating alternative arrangements and changes to appointments.

Assessment Task 3 : Evaluate Scheduling Systems Project | This task consists of three parts:

- **Part A** | In this part, you will create an email seeking feedback from team members on the scheduling system.
- **Part B** | In this part, you will develop a brief evaluation report documenting the feedback received, evaluating the system, and making recommendations for improvement.
- **Part C** | In this part, you will begin implementing improvement solutions by communicating changes to the team.



BSBFIN301 PROCESS FINANCIAL TRANSACTIONS | Elective unit

This unit describes skills and knowledge required to prepare, process and maintain financial transactions and to reconcile outstanding accounts.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 13 written questions in an open book written assessment.

Assessment Task 2 : Completing the Cash Journals Project | This task will require you to complete the Cash Receipts and Cash Payments journals for CBSA Office Supplies from the information provided for the month of August and update the cash as bank ledger account.

Assessment Task 3 : Update Debtor Records Project | This task will require you to update the Debtors records for CBSA Office Supplies from the information provided for the month of August. You will be required to update both the journal and the subsidiary ledger accounts for the month.

Assessment Task 4 : Carry Out the Bank Reconciliation Process Project | This task will require you to carry out a Bank Reconciliation for CBSA Office Supplies from the information provided for the month of August.

Assessment Task 4 : Identify Errors and Discrepancies Project | This task will require you to identify errors and discrepancies in a Bank Reconciliation process.

BSBOPS304 DELIVER AND MONITOR A SERVICE TO CUSTOMERS | Elective unit

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.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 11 written questions. This assessment can be an open book written assessment.

Assessment Task 2 : Deliver a Service to Customers Project and role-play | This task consists of a role play whereby you will record yourself delivering a service to a customer in a simulated setting.

Assessment Task 3 : Evaluate a Service to Customers Project | You will be required to read and evaluate the findings of a customer satisfaction survey for the sake of collating a report to outline recommended changes to improve customer service delivery.

Assessment Task 3 : Handling customer complaints Project | You will be required to provide a written response to a customer complaint in line with organisational policy and procedure requirements and guidelines.

BSBOPS305 PROCESS CUSTOMER COMPLAINTS | Elective unit

This unit describes skills and knowledge required to handle complaints from customers.

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 10 written questions. This assessment can be an open book written assessment.

Assessment Task 2 : Customer Complaint of Billing Errors | This task consists of a written assessment where you will be required to process a customer complaint concerning billing errors.

Assessment Task 3 : Client Complaint of Poor Service | This task consists of two parts:

- **Part A** | In this part, you will engage in a role play where you meet with a client to discuss a complaint.
- **Part B** | For this part, you will engage in a written task for the sake of resolving the client's complaint as raised in Part A of this assessment task.

Assessment Task 4 : Customer Complaint Referral | For this task, you will engage in a written assessment where you will be required to process and refer a customer complaint.

BSBPEF301 ORGANISE PERSONAL WORK PRIORITIES | Elective unit

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

ASSESSMENT REQUIREMENTS FOR UNIT

Assessment Task 1 : Written Questions | You must answer 14 written questions in an open book written assessment.

Assessment Task 2 : Evaluate Your Work Performance Project | This task consists of four parts:

- **Part A : Personal Reflection** | You are to reflect upon your work performance over the past twelve months and base your answers for the completion of this assessment task on this period.
- **Part B : Performance Appraisal and Discussion** | You are to source a copy of the position/ job description that covers your current work role and use it to evaluate your performance. Your evaluation is to be supported by a discussion with your workplace supervisor for the sake of seeking feedback.
- **Part C : Professional Development Plan** | You are to outline professional development you will undertake to improve and/or develop the three areas you have outlined in Part B.
- **Part D : Professional Development Participation** | You are to arrange and engage in at least one of the professional development opportunities as devised in Part C plan. Once done, you are to complete all sections of reflection tool provided.

Assessment Task 3 : Supervisor Report Observation in the workplace | Your workplace supervisor is to complete a report that confirms your ability to demonstrate specific skills and knowledge required of this unit.



FEES AND FUNDING ELIGIBILITY

FEE FOR SERVICE QUALIFICATION COST | \$3,750

Fee for Service (FFS) is a payment model that is not linked to any Government funding and therefore is non-subsidised training. If you are not eligible for User Choice, Skilled Capital or JobTrainer funding, full fees will be charged.

On enrolment, you will be issued with student administration fees. Further fees charged will continue throughout your enrolment and will vary

depending on previous qualifications and/or units of competency you have completed. The fees charged are based on a unit of competency rate.

Fees will be charged to you upon commencement of a unit with full payment expected prior to results being processed by CPLE. Students eligible to receive a credit transfer outcome are not charged for the eligible units of competency.

Please refer to our Student Handbook for further information around our Fee Policy.

QUALIFICATION	Student Administration Fee	Cost of Qualification
BSB30120 Certificate III in Business	\$500.00	\$3,750.00

QUALIFICATION	Unit of Competency fee
<ul style="list-style-type: none"> • BSBCRT311 Apply critical thinking skills in a team environment • BSBPEF201 Support personal wellbeing in the workplace • BSBSUS211 Participate in sustainable work practices • BSBTWK301 Use inclusive work practices • BSBWHS311 Assist with maintaining workplace safety • BSBXCM301 Engage in workplace communication • BSBTEC301 Design and produce business documents • BSBTEC302 Design and produce spreadsheets • BSBPEF301 Organise personal work priorities • BSBOPS304 Deliver and monitor a service to customers • BSBOPS305 Process customer complaints • BSBFIN301 Process financial transactions • BSBOPS303 Organise schedules 	\$250.00 per unit

TOTAL COST: \$3,750.00

ADDITIONAL FEES

Recognition of Prior Learning | \$300.00 per unit

If you choose to apply for RPL, you will be provided with an RPL tool kit that you will be required to use. The kit will assist you in collecting all of the evidence you will need to provide us in order for your RPL application to be assessed. This will determine if you meet the eligibility to receive RPL for your chosen qualification. A trainer & assessor will also be available to assist you in the process.

AUSTRALIAN APPRENTICESHIPS | USER CHOICE FUNDING

Australian Apprenticeships include apprenticeships and traineeships and combine time at work with off-the-job training and can be full-time, part-time or school-based. Australian Apprenticeships lead to a nationally recognised qualification and provide Australian Apprentices with the necessary job experience to pursue the career they want.

USER CHOICE STUDENT ADMINISTRATION FEE | \$400

This fee covers all CPLE training and assessment services.

USER CHOICE ELIGIBILITY

To be eligible for an ACT training contract under User Choice funding arrangements, you must:

- Work in the ACT, and
 - Be at least 15 years of age, and
 - Be an Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, or
 - An eligible visa holder, and
 - Receive remuneration for your work, and
- Complete a minimum of 15 hours combined work and training per week, and
 - Undertake an approved Australian Apprenticeships qualification with an approved registered training organisation, as listed on the ACT Qualifications Register, and
 - Have the required supervision in the workplace for an Australian Apprentice.

In addition to the above, to be eligible for an ACT training contract an Australian School-based Apprentice must:

- Be enrolled in a school under legislation that covers education in the relevant state/territory.
- Combine part time work with an employer and structured industry-approved training whilst attending school.
- Continue employment and on/off-the-job training throughout the year including school holidays.

Traineeship incentives may be applicable, subject to availability and eligibility. Access the Skills Canberra website for further information: <https://www.skills.act.gov.au/apprenticeships>

If you are not eligible for an ACT training contract or are seeking a different training pathway, you may be eligible for Skilled Capital funding.



SKILLED CAPITAL FUNDING*

Skilled Capital is an ACT Government funded training initiative offering a comprehensive range of services and subsidies to provide Canberrans the support they need to complete the training that is right for them. Skilled Capital offers an opportunity for the Canberra community to access quality training and fill critical skills needs areas.

SKILLED CAPITAL STUDENT ADMINISTRATION FEE | \$500

This amount covers all CPLE training and assessment services.

SKILLED CAPITAL ELIGIBILITY

To be eligible for Skilled Capital, you must, at the time of enrolment, be:

- An Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, or
- An eligible visa holder, and
- Living or working in the ACT, and
- At least 15 years of age, and
- Not enrolled in or attending secondary school or college except where the student:
- Is undertaking a course of study leading to completion of year 12 in an alternative program, or
- Has an Exemption Certificate and the selected Skilled Capital qualification is an approved Australian School-based Apprenticeship pathway.

NOTE: Skilled Capital subsidised funding is released at certain times of the year and is not available all year around. Please speak with the CPLE team regarding availability of this type of funding for the sake of access and enrolment.

Skilled Capital is an ACT Government training initiative, funded by the ACT and Australian Governments.

JOBTRAINER*

JobTrainer is an Australian government initiative to help young Australians get the job skills they need to find employment. Up to \$2 billion is being allocated for (VET) vocational education and training. It is Fee Free Training.

JobTrainer is a jointly funded initiative of the Commonwealth, state and territory governments.

JOBTRAINER STUDENT ADMINISTRATION FEE | THIS IS FEE FREE TRAINING

There are no charges to students. The Australian and ACT Governments will subsidise CPLE for the training and assessment services you receive.

JOBTRAINER ELIGIBILITY

To be eligible for JobTrainer for this qualification, you must, at the time of enrolment, be:

- A person aged 17-24 years of age, regardless of employment status, who is not enrolled in or attending a school or college, or another program leading to the completion of year 12, or
- A person who has satisfied all requirements for the ACT secondary school certificate; or
- A job seeker who is:
 - Out of work; and/or
 - In receipt of income support payments

NOTE: JobTrainer places are capped with enrolment only available during intake periods. Please speak with CPLE regarding availability of this type of funding for the sake of access and enrolment.



FEE CONCESSIONS AND WAIVERS

You may be eligible for a fee concession. Concessions only apply to student enrolled under User Choice and Skilled Capital funding. Fee for Service and JobTrainer students are not eligible for fee waivers or concession.

Fee concessions may be available if at the start of training you:

- Hold a current Health Care Card or Pension Card, or
- Can prove genuine hardship.

If you are eligible for a concession, you may not have to pay part or all of your student administration fee.

To assess your Fee Waiver eligibility, you will be required to provide CPLE with a copy with one of the above concession cards during the pre-enrolment process. We apply on your behalf to Skills Canberra who will advise of the concession amount to be applied (if applicable).

PAYMENT PLANS

Payment plans are available where fees can be paid off through instalments by signing a payment plan arrangement during the enrolment process. These are completed through direct debit from a credit card or bank account.

Payment plan options are as such:

User Choice Payment Plans	Student Administration Fee	Skilled Capital Payment Plans	Student Administration Fee
OPTION 1: Upfront Payment	\$400.00	OPTION 1: Upfront Payment	\$500.00
OPTION 2: Over 2 fortnights	\$200.00	OPTION 2: Over 2 fortnights	\$250.00
OPTION 3: Over 5 fortnights	\$80.00	OPTION 3: Over 5 fortnights	\$100.00

COMPLETION PAYMENT

User Choice and Skilled Capital funded students may be eligible to receive a \$300 completion payment from the ACT Government when you successfully complete your training.

To be eligible:

- CPLE must report your qualification completion to Skills Canberra, including all of your completed units of competency.
- You must not have completed 50% or more of your qualification through recognition of prior learning or credit transfer.
- You must complete and return a student completion survey.
- You must add or confirm your bank account details through the AVETARS student portal.

FREQUENTLY ASKED QUESTIONS

WHO WILL BE MY TRAINER AND ASSESSOR?

CPLE employs knowledgeable, skilled and experienced trainers & assessors. As a minimum, they will have:

- Vocational competencies at least to the level being delivered and assessed;
- Current industry skills directly relevant to the training and assessment provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment

CPLE requires our trainer & assessors to maintain current industry skills. For you, this means your training and assessment is delivered by people who are themselves competent, highly qualified and hold proficient skills as they have worked extensively in the relevant industry sector. CPLE ensures that our trainer & assessors are regularly exposed to industry workplaces through participation in workplace tasks and engage in regular professional development.

DO YOU HAVE SPECIFIC INTAKES OR START DATES?

This qualification is facilitated via a rolling intake which means that you can enrol into this qualification at any time. Upon enrolment, you will have a schedule designed for you which is set to the completion timeframe requirements of the units/modules you need to complete based on your enrolment application paperwork and previous completed study where applicable.

This said, during periods of the year where the ACT government releases funding (i.e.; Skilled Capital or Job Trainer funding), CPLE will facilitate group intakes for the sake of streamlining RTO enrolment processes and administrative practices.

HOW DO I ENROL?

Prior to formal enrolment, you will be required to attend an information session or pre enrolment conversation that covers qualification, assessment and funding information for the sake of making an informed decision regarding enrolment. A series of eligibility checks will also be completed to ensure that you meet the entry requirements of the qualification.

Enrolment checks consist of the:

- Completion of all enrolment documents.
- Submission and verification of ID documents.
- Confirmation of employment and work placement options.
- Submission of relevant transcripts for credit transfer and/or recognition of prior learning.
- Completion of a Language, Literacy and Numeracy (LLN) Assessment.

Once all required steps are completed, enrolment is organised depending on the funding type you choose to access. Processes may involve:

- Arranging a sign up with the Australian Network Provider for registration of your User Choice contact.
- Applying for Government funding and securing a place.
- Developing an individualised study schedule which maps out your training and assessment pathway and timeline.
- Liaising with your employer for the sake of negotiating your training plan.
- Conducting an Employer Resources Assessment to ensure that your workplace has sufficient resources and supervision arrangements to support you in this qualification.
- Setting up your access in our Online Learning System (Canvas) and entering your personal details into our Student Management System.



HOW LONG DOES THE ENROLMENT PROCESS TAKE?

The enrolment process can vary depending on the funding arrangement in which you enrol. General time frames vary between 2 to 8 weeks for approval of funded training contracts. Eligible students will be contacted by CPLE when enrolment is confirmed.

LANGUAGE, LITERACY AND NUMERACY ASSESSMENT (LLN)

Completion of a Language, Literacy and Numeracy Assessment (LLN) is a mandatory, initial skills assessment that you are required to complete in line with the Australian Core Skills Framework (ACSF), during the pre-enrolment process. CPLE will assess the outcomes of your LLN assessment prior to formal enrolment, to ensure you have the adequate skills to complete the learning and assessment requirements of the qualification.

In the event you present with an ACSF score of 2 or lower in any of the LLN areas, you will be permitted to sit the LLN assessment again. If upon sitting the assessment for a second time, results are not at the ACSF level required, it may be decided that it is better for you to access LLN support networks prior to enrolment for the sake of skill development. CPLE recognise that whilst effective training and assessment processes will occur during your enrolment with us, tutoring services are outside of the scope of our skillsets and qualifications.

LLN networks we will refer you to include:

- **Navitas English Canberra:** offer free LLN development classes for eligible candidates.
- **CIT:** CIT offer various courses which will develop reading and writing skills.
- **The Reading and Writing hotline:** Is a resource that offers support in developing LLN skills in all areas.
- **BBC Skillswise:** is a website whereby you can engage in activities for the sake of practicing and developing your LLN skills.

HOW WILL I RECEIVE AND SUBMIT MY LEARNING MATERIALS?

CPLE use an online system called Canvas to deliver our training and assessment materials to you. Canvas will allow you to access all of your learning and assessment materials. It will also allow you to submit your assessments and access results. CPLE will provide you with a link which will take you to the Canvas Student Guides that provide information on how Canvas works.

For best performance, Canvas should be used on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

Canvas supports the current and first previous major releases of the following browsers:

- Chrome 94 and 95
- Firefox 92 and 93 (Extended Releases are not supported*)
- Edge 94 and 95
- Respondus Lockdown Browser (supporting the latest system requirements)
- Safari 14 and 15 (Macintosh only)

You can verify that the browser you are currently using is up to date by using the browser checker tool for instructions on how to do this.

WHAT SUPPORT IS PROVIDED IF I NEED HELP?

You will be allocated a CPLE trainer & assessor who will be able to assist you at any stage of your qualification. Your trainer & assessor will provide you with their contact details (phone and email) if you need any help and will visit you regularly in your approved workplace. They will also be the individual responsible for marking your assessments as you progress through the qualification.

If you are attending support sessions, your questions will be answered immediately. Alternatively you are able to request a virtual Teams meeting with your assigned trainer & assessor to discuss any questions you have.

I NEED TO GIVE PROOF OF ENROLMENT TO MY WORKPLACE. HOW DO I PROVIDE THIS?

When you enrol, CPLE will confirm your enrolment by providing you with a letter. You do not have to request this, it will be emailed to you when your enrolment is confirmed. Alternatively, a training plan signed by a CPLE trainer & assessor upon enrolment is also sufficient. If it is not, please email CPLE administration: cple@commsatwork.org or call 02 6293 6220 to discuss.



I AM STUDYING WITH ANOTHER RTO/TAFE BUT WANT TO CHANGE TO CPLE. CAN I DO THIS?

Yes, this is a possibility. If you provide CPLE with a certified transcript of what you have completed with the other RTO/TAFE, we will assess your progress and provide you with information regarding costs and processes involved if you are to enrol with us. If you have units which directly relate to those within this qualification, we will be able to offer you credit transfer for these units. You can then complete the remaining units in this qualification with CPLE.

WHEN SHOULD I START TO LOOK FOR EMPLOYMENT?

It is recommended that you start looking for employment within an office/business setting as soon as your enrolment is confirmed. This way, you are able to complete the workplace tasks that are required within the assessments. If you are unable to secure employment, please chat with a member of the CPLE team to discuss your options.

HOW DO I FIND AND APPLY FOR WORK PLACEMENT/EMPLOYMENT?

The following job search engines can direct you to workplace vacancies within the business area

- **Seek:** <https://www.seek.com.au/>
- **Indeed:** <https://au.indeed.com/>
- **Career One:** <https://www.careerone.com.au/>
- **Jora:** <https://au.jora.com/>
- **JobSearch:** <https://www.jobsearch.com.au/>

ARE MY FEES REFUNDABLE?

Student Administration fees are non-refundable and will be charged in all cases, even if there is no completion of a qualification. Any request for refunds of charges outside of the student administration fees must be made in writing via email to cple@commsatwork.org. You will be required to complete a Refund Request Form and should state your reasons for requesting the refund and attach any relevant documentary evidence such as a medical certificate. You will be advised of the outcome of your request for a refund in writing within 10 days and all refunds will be processed within 28 days of the date advising you of the outcome of your request.

Please refer to our Student Handbook for further information on our Fee policy.

WHAT IS RPL?

Recognised Prior Learning (RPL) is a process where you can use your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. When you apply for RPL, you are essentially saying 'I already know all about this unit so I don't need training'. RPL is an assessment process only and no training is provided. Please note, RPL is not necessarily a quick process. You will be required to collate and coordinate evidence to show that you have sufficient, valid and current knowledge and skills equivalent to the qualification you are enrolled in. Your skills will be assessed against industry standards. This is done by a CPLE Trainer & Assessor.

Please refer to our Student Handbook for further information on RPL.

WHAT DO CPLE EXPECT FROM ME?

To ensure you gain the maximum benefit from us, it is your responsibility to read through the qualification information and understand the rights and responsibilities of enrolment supplied by CPLE. CPLE provides an adult learning environment and expects you to initiate and engage in your own learning journey.

This includes;

- Sourcing a suitable workplace and engaging in compliant practices in line with legal and ethical frameworks of the workplace,
- Attending classes and support sessions on a regular basis,
- Keeping in regular contact with your assigned trainer & assessor by asking questions and responding to emails,
- Meeting due dates and submitting assessments which are well researched and professionally presented,
- Engaging in safe and respectful practices and communications with all involved in your studies,
- Listening and positively responding to feedback given for the sake of professional development and growth,
- Engaging in research, being curious and operating with a growth mind set,
- Being a self-motivated learner.

Prior to enrolment with CPLE, you will be asked to read and sign a Terms and Conditions of Enrolment agreement. CPLE reserves the right to terminate your enrolment in this qualification if you fail to follow these terms and conditions, reasonable directions, policies and procedures in accordance with the legal obligations of your enrolment.

WHAT SHOULD YOU EXPECT FROM CPLE?

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), CPLE have an obligation to ensure the quality and support we provide you through our administration and training services, meets the requirements of the Standards for RTO's 2015 which form part of the VET Quality Framework.

To ensure compliance is upheld in the delivery of your training and assessment, internal policies, procedures and systems guide our operations. As part of our registration, CPLE are expected to participate in audit processes with our State Training Authority, Skills Canberra (STA) and ASQA upon request. In addition, we must ensure that any third parties who have any involvement in your training and assessment, agree to a third party arrangement with CPLE and will comply with training requirements accordingly. If at any time you feel that we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy.

WHAT IS NATIONALLY RECOGNISED TRAINING?

A nationally recognised qualification is part of the Australian Qualifications Framework (AQF). The AQF includes specific standards for qualifications at different levels. By studying a nationally recognised qualification such as this one, your qualification will be recognised by industry across Australia. For further information you can visit www.training.gov.au.



WHAT IS VOCATIONAL EDUCATION AND TRAINING?

Vocational education and training (VET) enables students to gain the specific skills and knowledge through a nationally recognised qualification for a specific workforce. VET is an opportunity for people to join a specific workforce, change careers, re-join the workforce or gain additional skills for their existing career.

WHO IS SKILLS CANBERRA?

Skills Canberra is responsible and accountable for the provision of strategic advice and overall management of vocational education and training (VET) in the ACT. Skills Canberra also manages Commonwealth and ACT funding directed to VET programs in the ACT.

WHERE CAN I ACCESS CPLE POLICIES AND PROCEDURES?

Policies and procedures in relation to training and assessment delivered by CPLE can be accessed from the Communities at Work website as well as within our Student Handbook.



WHAT IS AVETARS?

Australian apprentices, Skilled Capital and JobTrainer students, employers, RTO's, ANP's schools all have access to the ACT Vocational Education and Training Administration Records System (AVETARS). You can carry out a number of functions in the system ranging from nominating a qualification for delivery, claiming a completion payment, initiating and approving training contract variations. Upon enrolment, you will receive a user guide for AVETARS and be informed of the role this portal will play in your enrolment with CPLE.

WHAT IS AN AUSTRALIAN NETWORK PROVIDER (ANP)?

Apprenticeship Network Providers are contracted by the Australian Government to offer a free service to apprentices, trainees and employers to assist them with the sign-up, administration and management of apprenticeships and traineeships. As at 1 February 2020 there is only one ANP servicing the ACT: Sarina Russo Apprenticeships. If enrolling into this qualification under User Choice Funding, CPLE will speak with you regarding the sign up process with the ANP.

DO YOU HAVE A QUESTION YOU CAN'T FIND AN ANSWER TO?

For general enquiries, feel free to contact CPLE with a question.

P: (02) 6293 6220

E: cple@commsatwork.org



Centre of Professional Learning and Education

RTO 88148

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