

real skills for
real careers

BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION



2020/21 Rolling Intake Study Schedule

VERSION 2 | SEPT 2020

Communities@Work

**CENTRE OF PROFESSIONAL
LEARNING AND EDUCATION**
(RTO 88148)



ABOUT US

Communities@Work is a small Registered Training Organisation, trading as **Centre of Professional Learning and Education (CPLE)** (RTO 88148).

We pride ourselves in delivering exceptional training programs and services that have been developed to meet sector requirements. Our passionate team specialise in delivering vocational education and training (VET) qualifications in early childhood education and business. Our quality, evidence-based approach to delivering VET qualifications consists of a range of teaching and learning strategies used to deliver our qualifications including; face to face classes, virtual support, guided learning and hands on experience in the work environment.

Our training facilitators are qualified professionals who have relevant industry experience, qualifications and are committed to supporting students throughout their enrollment to successfully achieve their qualification.

In addition to delivering VET qualification, we offer an array of professional development learning sessions and customised training across the ACT and surrounding regions. The professional learning and training programs delivered by CPLE are designed to enhance the quality and capacity of services in providing education and care that aligns with the National Quality Standards (NQS) and the National Standards of Registered Training Organisation's 2015.

COURSE OUTLINE

BSB30415 Certificate III in Business Administration



This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgment. They may provide technical advice and support a team. Business administration roles involve a wide range of skills including using various computer packages, working with others, diary management, accounts receivable and payable, data entry and records management.

Topics covered in this course include

- Using a range of business technology
- Microsoft Word, Excel and PowerPoint
- How to produce a variety of documents
- Quality customer service
- Work with others
- Working within workplace requirements, policies and procedure
- Understanding and implementing health and safety

UNITS WITHIN THE QUALIFICATION

You must be assessed as competent in a total of 13 units of competency 2 core (C) and 11 electives (E) —to be awarded the BSB30415 Certificate III in Business Administration

- BSBITU307 Develop keyboarding speed and accuracy (C)
- BSBWHS201 Contribute to health and safety of self and others (C)
- BSBWRT301 Write simple documents (E)
- BSBADM302 Produce texts from notes (E)
- BSBADM307 Organise schedules (E)
- BSBITU306 Design and produce business documents (E)
- BSBITU309 Produce desktop published documents (E)
- BSBITU312 Create electronic presentations (E)
- BSBITU313 Design and produce digital text documents (E)
- BSBITU314 Design and produce spreadsheets (E)
- BSBCUS301 Deliver and monitor a service to customers (E)
- BSBINN201 Contribute to workplace innovation (E)
- BSBWOR301 Organise personal work priorities and development (E)



MODES OF DELIVERY

This qualification is offered through

- User Choice Traineeships
- Skilled Capital Funding (when available)
- Fee-for-Service arrangements

Please refer to the following documents on our website for further information

- Student Handbook
- Fee Schedule
- CPLE Policies & Procedures

PRACTICAL EXPERIENCE REQUIRED

Every unit of competency within this qualification contains assessment that must be conducted within a workplace or simulated work environment for the sake of demonstrating skills and knowledge to pass each unit.

For this reason, will be required that you find an opportunity to complete consistent work experience or gain employment upon enrollment into this qualification, for the sake of being capable of meeting assessment expectations.

REQUIRED ICT INFRASTRUCTURE

In undertaking this course, you **MUST** have access to the following ICT infrastructure

- A computer and/or laptop
- Internet access
- Microsoft Office (i.e... Word) or equivalent
- Webcam capability

These resources are required for undertaking assessments as well as to access our online learning system and trainer/assessor support.

ROLLING INTAKE MODE OF DELIVERY



The following study schedule consists of a non-stop rolling intake that allows learners to enter and exit BSB30415 qualification delivery and completion on a flexible basis. This schedule is made up of the following components:

ONLINE LEARNING

Via our Learning Management System (LMS) Canvas, learners get access to all the required study materials they need to complete their studies. Readings, assessments, videos, forums and additional resources are all on offer. Learners are able to download assessment and upload completed work for marking. Modules open on the start date as allocated in the schedule and remain open until completion, however strict due dates are set. Due dates range from suggested time frames of 8-10 weeks per module.

WEBINARS

Pre-recorded webinars completed by our experienced trainer/assessors are loaded into Canvas and are accessible on demand. These webinars contain information that will support you in the completion of the assessments contained within each module and support you in your learning at a time dictated by you.

WORKPLACE CONTACT

Competency-based assessment is the process of collecting evidence and making judgments on the development of practical skills. Each module you complete will have practical assessment that needs to be implemented. Our trainer/assessors may conduct workplace visits over the course of your enrollment for the purpose of observing your practice and supporting your skill development. We will also regularly liaise with your workplace supervisor to oversee the completion of your workplace observation reports.

CANVAS CONFERENCES

Via the use of the inbuilt video conferencing system in Canvas; Big Blue Button, these sessions are designed to allow you to touch base with your CPLE trainer/assessor in the comfort of your own home, for the sake of accessing virtual face to face support with your studies. Individual conferences can be arranged with your trainer, outside of these times if requested.





FACE-TO-FACE SUPPORT SESSIONS

CPLE recognise the importance of face to face learning in a day and age where many RTO's are moving towards online-only learning which can be very isolating and lack the support many learners need.

These face to face learning opportunities are scheduled monthly and allow for learners to meet with their assigned trainer/assessor for the sake of assessment mentoring, explanation and guidance.

FACE-TO-FACE SUPPORT SESSION LOCATION

WESTON COMMUNITY HUB

Hilder Street
Weston
ACT 2611



Car Park

Enter via Hilder Street, Weston.
The entrance is off the car
park on Hilder Street.



Training Room

Once you have parked your
car, you will have a short
20m walk to the training room.

UNIT OUTLINES



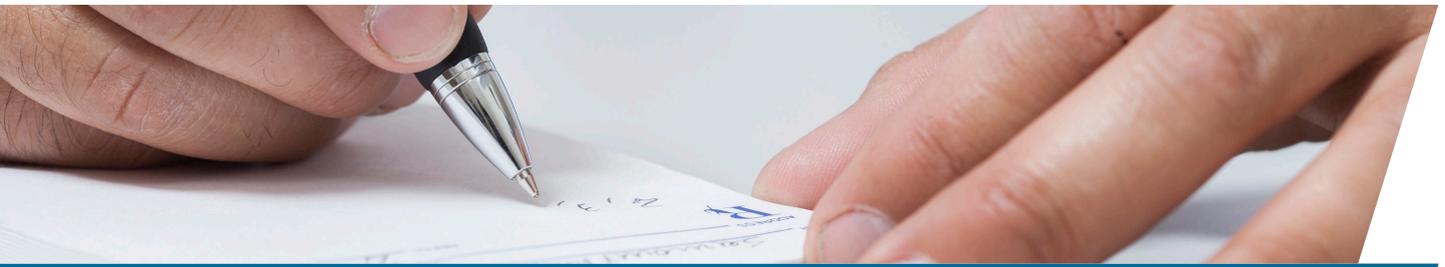
BSBITU307 DEVELOP KEYBOARD SPEED & ACCURACY

This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques. It applies to individuals operating in a range of environments who are required to enter text and data with speed and accuracy. Individuals may provide administrative support within an organisation, or may be technical/knowledge experts responsible for production of their own word processed documents.



BSBWHS201 CONTRIBUTE TO HEALTH AND SAFETY OF SELF & OTHERS

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes. It applies to individuals who require a basic knowledge of WHS to carry out work in a defined context under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.



BSBWRT301 WRITE SIMPLE DOCUMENTS

This unit describes the skills and knowledge required to plan, draft and finalise a basic document. It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.



BSBADM302 PRODUCE TEXTS FROM NOTES

This unit describes the skills and knowledge required to take notes from oral or printed sources to produce accurate text. It applies to individuals employed in a range of work environments who produce notes and texts from oral and printed sources. They may work as individuals providing administrative support within an enterprise, or they may be responsible for the production of their own notes and other



BSBADM307 ORGANISE SCHEDULES

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. It applies to individuals employed in a range of work environments who provide administrative support to teams and individuals.



BSBITU306 DESIGN AND PRODUCE BUSINESS DOCUMENTS

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. It applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.



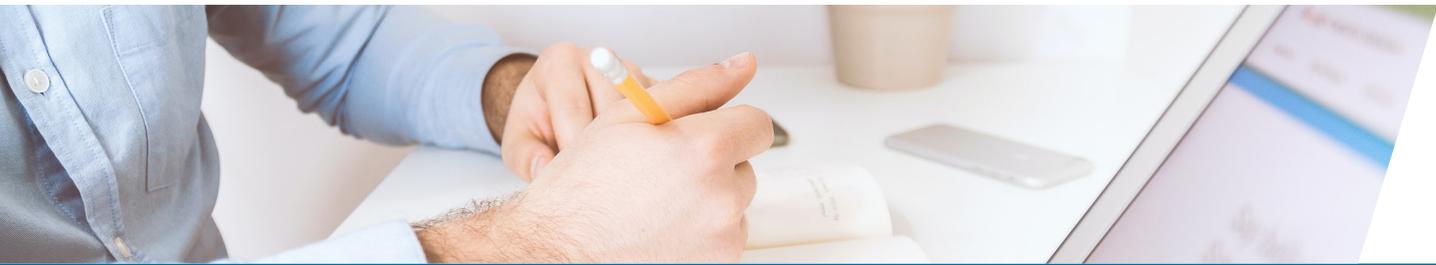
BSBITU309 PRODUCE DESKTOP PUBLISHED DOCUMENTS

This unit describes the skills and knowledge required to design and produce desktop published documents. It applies to individuals who work in a range of environments, which may include providing administrative support within an enterprise, or who may be technical or knowledge experts responsible for production of their own documents



BSBITU312 CREATE ELECTRONIC PRESENTATIONS

This unit describes the skills and knowledge required to design and produce electronic slide presentations using various applications and platforms. It applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.



BSBITU313 DESIGN & PRODUCE DIGITAL TEXT DOCUMENTS

This unit describes the skills and knowledge required to digitally design and develop text-based documents using advanced features of word processing applications/platforms. It applies to individuals who possess fundamental skills in digital device operation, and basic skills in operation of word processing applications. They may work as individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own digital documents.



BSBITU314 DESIGN & PRODUCE SPREADSHEETS

This unit describes the skills and knowledge required to develop spreadsheets through the use of both cloud-based and non-cloud based spreadsheet applications. It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision. These individuals are generally required to have intermediate knowledge and understanding of a number of spreadsheet applications.



BSBCUS301 DELIVER & 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.



BSBINN201 CONTRIBUTE TO WORKPLACE INNOVATION

This unit describes the skills and knowledge required to make a pro-active and positive contribution to workplace innovation. It applies to individuals working in any industry or community context, in both small and large organisations who take a pro-active approach to identifying, suggesting and developing ideas about better ways of doing things at a practical operational level in a specific area of activity. While the individual's overall work is undertaken with some supervision and guidance, they apply discretion, judgement and effective interpersonal skills in order to contribute to workplace innovation.



BSBWOR301 ORGANISE PERSONAL WORK PRIORITIES & 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.

INTAKE TIMETABLE



Units are issued to learners monthly with a four week completion expectation. Following these requirements will ensure completion of the qualification within a 12 month time frame.

BSBITU307 DEVELOP KEYBOARD SPEED & ACCURACY

This unit is issued to you upon enrollment. You will have 12 months to complete the assessment requirements applicable to this unit

PLEASE NOTE

Due to the nature of this unit, there are no face to face classes scheduled. You can however request a Canvas Conference with your trainer/assessor for the sake of additional assessment support.

The final assessment for this unit MUST be completed in the presence of your trainer assessor. When you are ready to complete the assessment requirements for this unit, please contact your CPLE trainer/assessor to make the necessary arrangements.

BSBADM307 ORGANISE SCHEDULES

UNIT COMMENCEMENT: 01.10.2020
UNIT COMPLETION: 31.10.2020

FACE TO FACE SUPPORT

Wednesday 14th October, 5pm-8pm

CANVAS CONFERENCE

Monday 19th October, 7pm-8pm

BSBITU306 DESIGN AND PRODUCE BUSINESS DOCUMENTS

UNIT COMMENCEMENT: 01.11.2020
UNIT COMPLETION: 30.11.2020

FACE TO FACE SUPPORT

Wednesday 11th November, 5pm-8pm

CANVAS CONFERENCE

Monday 23rd November, 7pm-8pm

END OF YEAR BREAK DECEMBER

BSBITU309 PRODUCE DESKTOP PUBLISHED DOCUMENTS

UNIT COMMENCEMENT: 01.01.2021
UNIT COMPLETION: 31.01.2021

FACE TO FACE SUPPORT

Wednesday 20th January, 5pm-8pm

CANVAS CONFERENCE

Monday 25th January, 7pm-8pm

BSBITU312 CREATE ELECTRONIC PRESENTATIONS

UNIT COMMENCEMENT: 01.02.2021
UNIT COMPLETION: 28.02.2021

FACE TO FACE SUPPORT

Wednesday 10th February, 5pm–8pm

CANVAS CONFERENCE

Monday 22nd February, 7pm–8pm

BSBITU313 DESIGN AND PRODUCE DIGITAL TEXT DOCUMENTS

UNIT COMMENCEMENT: 01.03.2021
UNIT COMPLETION: 31.03.2021

FACE TO FACE SUPPORT

Wednesday 10th March, 5pm–8pm

CANVAS CONFERENCE

Monday 22nd March, 7pm–8pm

BSBITU314 DESIGN AND PRODUCE SPREADSHEETS

UNIT COMMENCEMENT: 01.04.2021
UNIT COMPLETION: 30.04.2021

FACE TO FACE SUPPORT

Wednesday 14th April, 5pm–8pm

CANVAS CONFERENCE

Monday 19th April, 7pm–8pm

BSBCUS301 DELIVER AND MONITOR A SERVICE TO CUSTOMERS

UNIT COMMENCEMENT: 01.05.2021
UNIT COMPLETION: 31.05.2021

FACE TO FACE SUPPORT

Wednesday 12th May, 5pm–8pm

CANVAS CONFERENCE

Monday 24th May, 7pm–8pm

BSBINN201 CONTRIBUTE TO WORKPLACE INNOVATION

UNIT COMMENCEMENT: 01.06.2021
UNIT COMPLETION: 30.06.2021

FACE TO FACE SUPPORT

Wednesday 9th June, 5pm–8pm

CANVAS CONFERENCE

Monday 21st June, 7pm–8pm

BSBWOR301 ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

UNIT COMMENCEMENT: 01.07.2021
UNIT COMPLETION: 31.07.2021

FACE TO FACE SUPPORT

Wednesday 7th July, 5pm–8pm

CANVAS CONFERENCE

Monday 19th July, 7pm–8pm

BSBWHS201 CONTRIBUTE TO HEALTH AND SAFETY OF SELF & OTHERS

UNIT COMMENCEMENT: 01.08.2021
UNIT COMPLETION: 31.08.2021

FACE TO FACE SUPPORT

Wednesday 11th August, 5pm–8pm

CANVAS CONFERENCE

Monday 23rd August, 7pm–8pm

BSBWRT301 WRITE SIMPLE DOCUMENTS

UNIT COMMENCEMENT: 01.09.2021
UNIT COMPLETION: 30.09.2021

FACE TO FACE SUPPORT

Wednesday 8th September, 5pm–8pm

CANVAS CONFERENCE

Tuesday 21st September, 7pm–8pm

BSBADM302 PRODUCE TEXTS FROM NOTES

UNIT COMMENCEMENT: 01.10.2021
UNIT COMPLETION: 31.10.2021

FACE TO FACE SUPPORT

Wednesday 6th October, 5pm–8pm

CANVAS CONFERENCE

Monday 18th October, 7pm–8pm

CONTACT DETAILS

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www.commsatwork.org

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