RTO 21526

MONASH STUDENT ASSOCIATION

Training and Professional Development

Information Booklet

Workplace-based traineeship

BSB30120

Certificate III in Business

msa-monashtraining@monash.edu

www.msatraining.edu.au

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MONASH STUDENT ASSOCIATION
Training and Professional Development

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MSA Training and Professional Development

MSA Training and Professional Development is a not-for-profit Registered Training Organisation (RTO) at Monash University, Clayton campus. Our courses are open to all, not just Monash students and staff. We are recognised for our high standards in student services, facilities and specialised training programs.

www.msatraining.edu.au

Our staff are dedicated to helping you achieve your educational goals and can provide you with the support and information to get you there.

MSA Training and Professional Development encourages people with a disability to apply to enrol. Please talk to us about how we can support you with your studies.

MONASH STUDENT ASSOCIATION
Training and Professional Development

Monash Student Association (Clayton) Inc.
RTO No. 21526

Program Information

MSA Training and Professional Development works in collaboration with industry and training specialists to develop a program that is flexible and relevant to industry needs.

All courses are delivered as classroom-based courses and all sessions are held on our Clayton campus. Throughout your learning program you will cover a variety of knowledge and skills and be given activities and assessments to complete both within the classroom and at home.

The opportunity to study at MSA Training and Professional Development is open to everyone. We encourage people with a disability and people from diverse backgrounds to apply.

This booklet will guide you through a range of information relevant to this particular qualification. It is designed to be read in conjunction with the Student Information Handbook so please ensure you read and understand all aspects of both documents prior to enrolling.

Contacts

Course enquiries:
Enrolment Officer
msa-monashtraining@monash.edu
03 990 53180

Group bookings:
Professional Development Officer
msa-monashtraining@monash.edu
03 9905 1074

MONASH STUDENT ASSOCIATION
Training and Professional Development

BSB30120 Certificate III in Business

Course description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Customer Service Assistant
- Medical Receptionist
- Records Assistant

Where can I study this course?

This course is available at:

- At your workplace as a Workplace-based Traineeship

How does workplace-based & distance training work?

You will receive assessments to complete based on your current role (employee or placement volunteer) and daily tasks. Assessments will be marked by your trainer who will visit you once a month at your workplace and communicate with you throughout the month.

Why study this course?

This course has been developed to provide skills and knowledge to:

- Apply critical thinking skills in a team environment
- Participate in sustainable work practices
- Engage in workplace communication
- Design and produce business documents
- Design and produce spreadsheets
- Process customer complaints
- Deliver and monitor a service to customers

Entry requirements

There are no formal educational requirements for entry into this qualification.

You need to have average English reading and writing skills, or higher. You will need access to a computer and the internet

Students who are not confident using computers are welcome to enrol in one of the short computer courses provided by MSA Training and Professional Development.

Students are required to fill out a Language Literacy and Numeracy assessment during the enrolment process. For those with difficulty filling out the LLN form MSA Training and Professional Development offers a beginner's ESL and individual ESL classes. During enrolment students will also undergo a pre-training review which will help make sure this course is right for you.

Students must be 16 years or over to enrol in this qualification.

Learners rights

Once the student commences the nominated course, MSA Training and Professional Development will deliver the Training Program using competency-based training principles and practices in accordance with the AQTF (Australian Quality Training Framework)

The Executive Officer is responsible to ensure that there are suitable arrangements to provide records of student outcomes to ASQA in the event that MSA Training and Professional Development ceases to operate. This will be provided via an AVETMISS report encompassing all activity data for the duration of MSATPD operation. If circumstances are such that MSATPD are not able to carry on operations, the RTO Director is to advise ASQA immediately of this decision and provide advice regarding impact on currently enrolled students. MSATPD has a responsibility to transfer these enrolments to another RTO with least disruption to individual students. On ceasing operations, MSATPD is to, facilitate currently enrolled students transfer to another RTO, issue these students with an appropriate refund for service not provided, and issue students with a Statement of Attainment based on completed units of competency.

Pathways

This qualification can be used as a stepping stone into tertiary study and supports career progression. After achieving this qualification candidates may apply to undertake:

- ✓ Certificate IV in Business
- ✓ Certificate IV in Leadership and Management
- ✓ Certificate IV in Accounting and Bookkeeping

Timetable

When this nationally recognised course is delivered as a Workplace-Based Qualification, students will need to be self-motivated and complete work in their own time.
Student must also have pre-approval from their employers to have access to 3 hours of work-time dedicated to their studies.
Trainers will visit you in your workplace a minimum of 3 time during your studies – these are called workplace-visits.
You will also meet with your trainer, either via zoom, in the classroom, or at your centre for 1 hour per unit. Trainers provide support out of these hours to assist you with completing your studies.

Class and study estimated times

Please use these hours as a guide only, times will vary depending on your learning style, skills and prior knowledge. Indicative nominal hours are a **guide only** and will depend on individual units of competency and time spent on classroom learning, private study, reading, research, group activities and working on assessments.

- 1-hour training session per unit per month
- 8-14 hours of homework per week

You have 4 weeks after each unit to hand in your assessment. Extensions granted for special circumstance applications only.

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Course syllabus

There are 13 units of competency in this qualification, 6 Core and 7 Electives*.

Unit of competency		What you will learn
BSBPEF301*	Organise personal work priorities	• Organise and complete own work schedule • Evaluate own work performance • Coordinate personal skill development and learning
BSBTWK301	Use inclusive work practices	• 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	• 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
BSBXCM301	Engage in workplace communication	• Plan workplace communication • Undertake routine communication • Participate in workplace communication
BSBWRT311*	Write simple documents	• Plan simple document • Draft simple document • Finalise simple document
BSBSUS211	Participate in sustainable work practices	• Measure sustainable work practices • Support sustainable work practices • Seek opportunities to improve sustainable work practices
BSBCRT311	Apply critical thinking skills in a team environment	• Prepare to address workplace problem • Evaluate solutions for workplace problem • Finalise and review solution development process
BSBINS309*	Maintain business records	• Collate business records • Update business or records system • Prepare and distribute reports from the business or records system
BSBTEC301*	Design and produce business documents	• Select and prepare resources • Design document • Produce document

		• Finalise document
BSBOPS304*	Deliver and monitor a service to customers	• Identify customer needs • Deliver a service to customers • Evaluate customer service delivery
BSBOPS305*	Process customer complaints	• Receive complaints • Process complaints • Resolve complaints
BSBTEC302*	Design and produce spreadsheets	• Select and prepare resources • Plan spreadsheet design • Create spreadsheet • Produce charts • Finalise and present spreadsheets
BSBPEF201	Support personal wellbeing in the workplace	• Recognise factors that impact personal wellbeing • Plan communication with supervisor • Communicate with supervisor • Investigate available wellbeing resources

Recognition of Prior Learning (RPL)

RPL is an assessment process that can give you an opportunity to gain formal recognition—i.e. a qualification or statement of attainment— for knowledge and skills you have attained through informal learning, work and life experiences. If you think you may be able to gain RPL for any of the BSB30120 units, please speak to us to request an RPL Information Handout. Note that RPL is a rigorous, evidence-based form of assessment so you will need to be able to supply evidence for any units for which you are applying for RPL.

Assessments

Assessments include written theory questions, reflective tasks, practical activities and hands-on tasks (eg. giving presentations in class). Wherever possible, the focus is on working with tasks and templates that are used in real-world situations in the workplace. For example, creating a session plan.

A timetable will be given out on the first day of class which will include assessment due dates. Please refer to the student handbook regarding Assessment and Extension Processes.

Materials

Students will need access to a computer with Microsoft Word, internet access and a printer for the purposes of research and completing assessments. If you do not have access to a computer, please talk to us about accessing a computer on campus.

Students will need to provide their own:

- Pens & pencils
- Paper or notebook
- Materials, props or equipment for use during presentations in class
- Laptop (optional but highly recommended). Having a laptop in class will allow you to conduct internet research and type up your assessments into the templates we provide. This will save you from having to do this at home. Please speak to us if you would like to borrow a laptop to use in class.

For online courses, you will need access to a computer which has video/audio capability, internet access and a web browser.

Learner manuals, assessment booklets and handouts will be provided throughout the course and are included in the cost of the course.

Studying online via Zoom

We are excited to announce that this course is now being delivered remotely online in real-time via Zoom. This is just like being in the classroom, with interaction and support from your trainer and engagement with your classmates, but all from the comfort and safety of home.

This is not a self-paced course. You will need to login at set dates/times as per your timetable and the class will be run 'live'.
Zoom is user-friendly and does not require any specialised software, just internet access. Zoom can also be used on smartphones/tablets by downloading the free Zoom app.

RTO Cessation

MSA Training and Professional Development is committed to ensuring that students have the best possible opportunities to complete their training qualification. Should MSA Training and Professional Development be directed by ASQA or the Department of Education and Training to transfer their students to another RTO, or where MSA Training and Professional Development is ceasing operations as an RTO, suitable arrangements will be made for all currently enrolled students to transfer to another RTO.

Austudy / Abstudy approved

This course is Austudy/Abstudy approved. This does not reduce the course fees but may entitle you to a payment from Centrelink that helps support students during their study. Please speak with Centrelink for application details and to check if you are eligible.

Unique Student Identifier

You will need a USI before you train with us commencing from 1st January 2015. You need to apply only once for this number. You will need to provide it to us on enrolment. Store this number somewhere safe and each time you do training with us or another organisation that offers nationally accredited training you will need to supply this USI each time you register.

If you do wish to enrol with us you can find more information and create a USI at the following website. www.usi.gov.au

How to enrol

Due to COVID-19, we are no longer taking enrolment appointments at our office.
All enrolments are to be done online.

- Make sure you have read and understood all the information in the student handbook and in this course information booklet and ensure you meet the pre-requisites or other conditions of enrolment (Student Handbook is located on our website)
- Create a USI (Unique Student Identifier) through www.usi.gov.au
- Complete an enrolment form, pre-training review and Skills First Declaration form electronically www.msatraining.edu.au/enrolment-busi/
- Take a photo or scan of your current Driver Licence; or a current Learner's Permit; or a Proof of Age/'Keypass' card
- Take a photo or scan of your Medicare card, Australian/NZ birth certificate; Naturalisation certificate or formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence. Please talk to us if you don't have any of these documents.
- If you are applying for a Concession rate; Take a photo or scan of any relevant concession cards such as healthcare cards or pension cards.
- Email all documents/photos/scans to msa-monashtraining@monash.edu