

**paradigm**  
TRAINING GROUP

RTO No. 41059

*Developing you!*

# BSB30115

## Certificate III in Business

v5.0



[www.paradigmtraining.edu.au](http://www.paradigmtraining.edu.au)



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Delivering nationally accredited qualifications

## 01 BSB30115 - Certificate III in Business

The world of business is forever changing, the past 5 years has seen drastic changes across the business environment and throughout the world.

With leaders of industries surging on and breaking through to maintain their sustainable advantages like Virgin, Red-Bull, GE, Apple etc.

### What separates them from the rest, how do they do what they do?

In this program we look at the business structures, growth plans, life cycles and other areas that allow you to build sustainable business models.

## 02 Course Overview

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## 03 Entry Requirements

There are no entry requirements for this course.

## 04 Employability Skills

This qualification contains the following employability skills:

- Communication
- **Teamwork**
- Problem-solving
- **Initiative and enterprise**
- Planning and organising
- **Self-management**
- Learning and technology.

## 05 Units of Competency

*This qualification is made up of 12 units of competency:*

<b>BSBWHS302</b>	<b>Apply knowledge of WHS legislation in the workplace</b>
BSBCMM301	Process customer complaints
<b>BSBCUS301</b>	<b>Deliver and monitor a service to customers</b>
BSBFLM303	Contribute to effective workplace relationships
<b>BSBFLM305</b>	<b>Support operational plan</b>
BSBFLM309	Support continuous improvement systems and processes
<b>BSBFLM312</b>	<b>Contribute to team effectiveness</b>
BSBINN301	Promote innovation in a team environment
<b>BSBSUS401</b>	<b>Implement and monitor environmentally sustainable work practices</b>
BSBWOR301	Organise personal work priorities and development
<b>BSBCUS402</b>	<b>Address customer needs</b>
BSBMGT401	Show leadership in the workplace

## 06 Learning Support

All applicants for this qualification will be required to complete a language, literacy and numeracy (**LLN**) assessment prior to commencement of this program of study to determine their current skill levels against the skills required to complete the competencies.

A Paradigm Training Group administrative officer will take action if required.

Applicants who fall below the required skill levels for this qualification will be interviewed by an **LLN** qualified assessor to identify the level of support required with the view to the achievement of successful outcomes.

A learning plan will be developed to identify opportunities for support and where practicable, to ensure the learner is able to actively participate in this program.

## 07 Course Delivery, Assessment and Duration of Learning

Learners will be required to complete this qualification within 12 months of enrolment.

From enrolment and completion of **PTG's** language literacy and numeracy (**LLN**) assessment, learners may access **PTG's** online learning system, for theory based learning and assessment and with Trainer and Assessor email support.

Workbooks will be made available for those who prefer to work with hardcopy documents.

This course is delivered through a combination of face to face class room and online training and assessment. The face-to-face component is delivered over a 10 day period and includes up to 12 months for completion enabling candidates time to demonstrate competence. Competency may be achieved using distance based written and/or electronic delivery and assessment.

Assessment may be conducted through combinations of the following methods

- Online and written assessments
- **Face-to-face practical assessment**
- Real work experience

## 08 Location

PTG Classrooms are located on the **Gold Coast**.

This course may also be held in other geographical areas.



## 09 Recognition of Prior Learning

Recognition of Prior Learning (**RPL**) recognises your existing experience gained through life or work for which you may not have obtained a formal qualification.

Applicants who are able to supply valid, sufficient, current and authentic evidence of having the skills and knowledge required for any or all of the required units for this qualification, may be eligible for **RPL** and should consult with **PTG** for advice on this process.

## 10 Required Learner Resources



Learners will require access to a computer with the **Microsoft Office Suite**.

## 11 Funding

Funding may be available to eligible candidates.

To check your eligibility, follow this link: <http://www.paradigmtraining.com.au/eligibility>

## 12 Course Fees

**Cost \$1,495.00.**

For information on **PTG** payment plans, please contact us for more information on **1300 16 16 40**.