

Certificate III in Business

BSB30107

This is a nationally recognised qualification, focusing on a wide range of skills required by administration staff in any business. Local Government Training Institute has developed this program to offer flexibility with ongoing support. To gain this certificate, participants can combine recognition of their current work-related skills and knowledge with structured training and assessment to enhance their capabilities in areas important to their organisation and their career.

It is anticipated that all participants will be working within an organisation where they will be able to practice the skills being developed.

Duration

It will normally take 1 year to complete the learning and assessment for this qualification.

Course Delivery and Support

Participants can undertake this program in the workplace through either a “flexible delivery” or a correspondence program. The program mode will be agreed on before participants commence.

Option 1: Flexible Delivery

Participants undertake this qualification in their workplace. They receive appropriate support and assistance from qualified trainers at the Local Government Training Institute, such as coaching in the work environment and/or face-to-face training.

At the start of the program, participants are given learner’s guides, reading materials, web-based activities, work based projects, self-assessment checklists and appropriate assessment tasks.

They are contacted regularly by the Local Government Training Institute staff to offer support and are visited in the workplace to monitor their progress and assess their skills. Phone and email support is available at all times.

Option 2: Training undertaken in the workplace using learning materials provided by LGTI

With the Correspondence Program, participants receive all of the resources and phone / email support as mentioned for the flexible delivery program. However, all support, assessment and monitoring are at a distance (ie. not face to face).

Incentives

Incentives of \$4,000 may be available for eligible staff under an Existing Worker Traineeship. Further details on available incentives are available from an Apprenticeships Centre in your area, for information and contact details visit <http://www.australianapprenticeships.gov.au>.

For people who undertake this certificate as part of a new-entrant or existing worker traineeship in NSW, the training may be partly funded by the NSW Government in partnership with the Australian Government.

Fees payable to Local Government Training Institute

- ✓ The total fee for this qualification is \$1500 (GST Free). This includes a compulsory administration fee of \$394.

Units of Competency

Participants must successfully complete 12 Units to obtain this qualification. Participants can tailor the program to suit their individual learning requirements, organisation or industry, provided the combination of units contributes to improving on their work outcome. Further details on unit options are outlined below:

Sample Pathway

For a Customer Service Officer/Administration Assistant in a regional Council

Sarah has been working for the customer service desk in a small council. Her tasks are varied and she is keen to improve her skills in writing and producing documents. The following units may be appropriate in supporting her work role and providing a basis for further skill development:

1 Core Unit

BSBOHS201A Participate in OHS processes

7 electives included in Certificate III in Business (for example)

BSBWOR301A Organise personal work priorities and development

BSBCUSS301A Deliver and monitor a service to customers

BSBINM302A Utilise a knowledge management system

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU302A Create electronic presentations

BSBWRT301A Write simple documents

4 Electives from other qualification or training package (for example)

BSBITU401A Design and develop complex text documents

LGACORE104B Work effectively in local government

LGACORE105B Work with others in local government

LGACOMP008A Apply conflict resolution strategies

Participants must complete BSBOHS201A Participate in OHS processes, Plus choose 11 elective units. At least 7 of the elective units must be selected from the elective units listed in the Certificate III in Business in the Business Services Training Package BSB07 and up to 4 elective units may be selected from other currently endorsed units of competency under LGTIs scope of registration. Elective units must be relevant to the work outcome, local industry requirements and the qualification level. 1 unit may be selected from either a Certificate II or 2 units from a Certificate IV.

How to obtain further details and apply for the course

For further details and an enrolment package, please contact:

Client Liaison and Support Officer

Ph: 4922 2342

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