

Course Overview

This qualification provides the skills and knowledge to provide technical advice and support to a team using discretion, judgement and theoretical knowledge. All training is within the Australian Qualification Framework (AQF) and is therefore a nationally recognised qualification.

Course Fees

This course is funded by the Victorian Government. Tuition fees and resource fees apply. See our fees & charges policy for more information.

Enrolment

Applicants 15 years and older can apply and this course is appropriate for VET in schools delivery. Students from disadvantaged groups are encouraged to apply. Enrolment is via AVTES.

Recognition of Prior Learning

RPL is available to all applicants and a portfolio is requested on enrolment.

Course Duration

This course is a self paced competency based program. It can be undertaken and completed at your own pace. Enrolment periods last for 12 months.

Course Rules

There are no prerequisite requirements for individual units. Entry into the qualification is via completion of Certificate II in Business or proven relevant vocational experience. This course requires the completion of 12 units as described in the next section.

Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as customer service operator, payroll officer, or typist.

Further Training Opportunities

This qualification can form part of an Australian Apprenticeship pathway. Opportunities exist for further studies in Certificate IV and Diploma of Business courses.

Course Structure

CORE UNITS (One)

BSBOHS201A Participate in OHS processes

GENERAL UNITS (Minimum of Seven)

BSBCUS301A Deliver and monitor a service to customers

BSBDIV301A Work effectively with diversity

BSBFIA301A Maintain financial records

BSBADM311A Maintain business resources

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINN301A Promote innovation in a team environment

BSBCMM301A Process customer complaints

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBSPRO301A Recommend products and services

BSBWOR301A Organise personal work priorities and development

BSBWRT301A Write simple documents

ELECTIVES (Maximum of Four)

The remaining electives may be chosen from any of the previous "General" units listed; or another endorsed Training Package specific to your workplace. A maximum of two electives may be selected from a Certificate II or Certificate IV qualification. Some examples of other training packages available with AVTES are:

- Retail
- Hospitality

If you are interested in choosing units out of any of these training packages, you will need to consult your trainer for specific options to determine the units best suited to your industry.

Employability Skills

This qualification also encompasses general employability skills required by the business industry including **Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning and Technology.**

