



BSB BUSINESS SERVICES
QUALIFICATIONS
2018



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QUALIFICATION INFORMATION

BSB20115

Certificate II in Business

BSB30415

Certificate III in Business Administration



INTRODUCTION

It's great that you're considering in joining HKCC's business courses in either part or both the

❖ ***BSB20115 Certificate II in Business***

❖ ***BSB30415 Certificate III in Business Administration.***

The **BSB20115** qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.



The **BSB30415** qualification applies to a range of administrative roles in varied contexts.

Individuals in these positions use some discretion and judgement and may provide technical advice and support to a team.

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a Registered Training Organisation (RTO) providing learning in small classes with a lot of individual attention and mentoring.

HKCC is a small friendly positive learning environment.



BSB20115 CERTIFICATE II IN BUSINESS

Course Structure

Course Days: **Wednesday and Friday**

Commencement:

Duration: **18 weeks / 36 sessions**

Session time: **9.30am – 3.00pm**

Tutorial: **3:00pm – 5.30pm**

Self-Study: **5 hours per week**

Pre-Course Interview

A pre-course interview is required to assess your suitability for the course so call 9482-1189 to arrange your interview.

If candidates are eligible for subsidised training, s/he need to

- Bring along a photo ID – Driver's Licence or Passport for identification
- Bring along a Medicare card &/or Centrelink card, or letter from job search provider
- Sign a consent form to use and disclose personal information to Department of Education and Communities (DEC) and other Government agencies
- Your Unique Student Identifier (USI) – a print out or formal permission to HKCC create/access a USI on your behalfs
- Must have an intermediate level (Year 10 equivalent) of English – HKCC has a language, literacy and numeracy test for candidates that need their level assessed.

What will you learn?

During the course you will learn how to communicate effectively with co-workers and clients. Also develop skills in

- using office software; viz, *Word, Excel*
- business technology
- planning and organising personal work
- working in a team environment
- the principles of workplace health and safety.

The Units of Competency

	Unit Code	Unit Name	
1	BSBWHS201	Contribute to health and safety of self and others	Core
2	BSBITU307	Develop keyboarding speed and accuracy	Elective
3	BSBITU201	Produce simple word processed documents	Elective
4	BSBITU202	Create and use spreadsheets	Elective
5	BSBITU203	Communicate electronically	Elective
6	BSBWOR204	Use business technology	Elective
7	BSBCMM201	Communicate in the workplace	Elective
8	BSBWOR203	Work effectively with others	Elective
9	BSBCUS201	Deliver a service to customers	Elective
10	BSBINN201	Contribute to workplace innovation	Elective
11	BSBWOR202	Organise and complete daily work activities	Elective
12	BSBSUS201	Participate in environmentally sustainable work practices	Elective

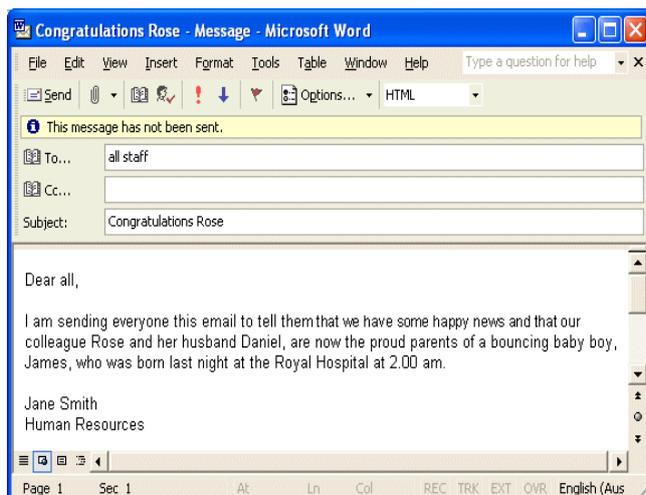
BSBWHS201 Contribute to health and safety of self and others

Become aware of workplace safety issues in a variety of situations, who and how to report safety issues as well as employer and employee responsibilities. You will also learn about emergency procedures and common safety signs used in the workplace.

BSBITU307 Develop Keyboarding speed and accuracy

This unit will set the basis for you to be able to enter text and data with speed and accuracy, with the emphasis on accuracy. On completion you will be presented with a Certificate stating your speed and accuracy in typing.





BSBITU201 Produce simple word processed documents

Using Word 2010, learn how to create and edit documents, use formatting and printing techniques, use lists and bullets. You will also learn how to create and use templates, manage paper size, orientation, margins, section breaks, headers and footers, merging documents to create form letters, autocorrect techniques, import files into Word, use and format text boxes and pictures. Also create, edit and format tables, work with multiple documents.

BSBITU202 Create and use spreadsheets

Get to know the Excel screen layout, create and edit spreadsheets, use simple formulas and functions, copying, formatting and printing techniques, and create and edit charts



BSBITU203 Communicate electronically

During this unit, you will become familiar with the Outlook 2010 screen layout, learn how to send and receive emails, send emails with attachments, how to use courtesy copies, create auto signatures, create contacts and contact groups, flag messages, create folders, handle junk mail and spam, delete emails and learn email etiquette.

BSBWOR204 Use Business technology

Learn how to select and apply appropriate equipment and software in relation to tasks, store and retrieve data and perform basic maintenance on office equipment.

BSBCMM201 Communicate in the workplace

You will learn about the importance of effective communication, different styles of communication, improve written communication skills, manage workplace conflicts or issues, learn how to negotiate and appreciate individual differences.



BSBWOR203 Work effectively with others

Learn strategies to assist you to work harmoniously with other workers, how to be an effective team member and how to handle conflict.

BSBCUS201 Deliver a service to customers

Good customer service is the corner stone of a successful business. You will discuss the importance of being professional, courteous, well groomed, establishing a rapport, providing the right information, referring to a higher level when necessary, gather, record and act upon customer feedback

BSBINN201 Contribute to workplace innovation

Identifying, suggesting and developing new ideas for doing things better at work. Learn how best to implement the new ideas.

BSBWOR202 Organise and complete daily work activities

To work in today's busy work environment, it is essential that you know how to organise and complete tasks given to you. Learn how to plan and prioritise work activities, use feedback, and use business technology to assist you complete tasks.

BSBSUS201 Participate in environmentally sustainable work practices

All companies need to ensure that they adhere to "green" principles and minimise their impact on the environment. You will look at workplace environmental issues, look at how you can improve resource usage in your own job, learn who to report sustainability issues to and how to make suggestions for improvements to workplace practices.



Cost

It is **\$1,300** for full fee paying students (two payments of \$650). Course fees payable prior to commencing class.

Subsidised places under **Community Service Obligation (CSO)** or **Smart and Skilled** funding are available for this qualification. To find out if you are eligible contact HKCC on 9482-1189 to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website <https://smartandskilled.nsw.gov.au/> or phone 1300 772 104.

Entry Requirements

Nil



Learning Material

Candidates will be provided with training manuals for each unit for you to use and practice with at home. Each student will have the use of a computer and access to internet at HKCC. In class facilities include a white board, overhead projector and a TV with DVD Player.

Please note that your participation in class is vital. Every learner can contribute from their own knowledge, skills and culture to enrich the course quality and facilitate your learning.

We have a Learner Support Worker who will assist you with any problems you may encounter. They can help you to:

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills, identify and overcome barriers to learning that may occur
- Referral to other services (e.g. Job service providers, legal, medical assistance)
- Assist individuals to enjoy the learning experience.

These services are usually provided on a one-to-one basis at the head office in Hornsby. Please call Customer Service to book a suitable time.

Assessment

Learners will undertake the assessments for each unit mostly in class. The assessment may take the form of

- short answer questions
- case studies
- role plays
- demonstration of task
- observation checklist by the trainer.

Please note that if a student has been deemed Not Yet Competent, they will be given every opportunity to re-sit the assessment. Reasonable adjustment may be undertaken with relevant circumstances to suit learner needs and abilities. Please talk to your trainer about any special needs that you may require.

If you have obtained the same units in another organisation, the college recognises the AQF qualifications and Statements of Attainment by another Registered Training Organisation (RTO). If you think you already have any of the units, please inform the enrolling officer.

CAREER PATHWAYS

Certificate II in Business is a recognised qualification within the national Australian Qualifications Framework (AQF). This means that the course is taught and assessed to a national competency standard.

Following the completion of BSB20115 Certificate II in Business, you could progress on to BSB30415 Certificate III in Business Administration or any other AQF Level 3 qualification.



The skills learnt in this skill set are suitable for people who are looking for work as a personal assistant, clerical role etc.



BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION

Course Structure

Course Days:	Tuesday and Thursday
Commencement:	6th February
Duration:	18 weeks / 36 sessions
Session time:	9.30am – 3.00pm
Tutorial:	3:00pm – 5.30pm
Self-Study:	5 hours per week

Pre-Course Interview

A pre-course interview is required to evaluate your suitability for the course so call **9482 1189** to arrange your interview.

As above (see p 5) students need to bring personal identification, complete forms, have a USI and enjoy an advanced level of English language skills and numeracy.

What will you learn?

Certificate III in Business Administration will provide you with a range of skills required for employment in general business operations. This qualification focuses on practical and hands-on workplace skills, such as

- using office software; viz *Word, Excel, PowerPoint, Outlook*
- designing and producing text and business documents using Publisher
- customer service
- processing accounts payable and receivable using MYOB
- maintaining a general ledger using MYOB
- the principles of workplace health and safety.

The Units of Competency

	Unit Code	Unit Name	
1	BSBWHS201	Contribute to health and safety of self and others	Core
2	BSBITU307	Develop keyboarding speed and accuracy	Core
3	BSBITU302	Create electronic presentations	Elective
4	BSBITU303	Design and produce text documents	Elective
5	BSBITU304	Produce spreadsheets	Elective
6	BSBITU306	Design and produce business documents	Elective
7	BSBITU309	Produce desktop published documents	Elective
8	BSBWRT301	Write simple documents	Elective
9	BSBCMM301	Process customer complaints	Elective
10	BSBCUS301	Deliver and monitor a service to customers	Elective
11	BSBADM307	Organise schedules	Elective
12	BSBFIA304	Maintain a general ledger	Elective
13	BSBFIA303	Process accounts payable and receivable	Elective

BSBWHS201 Contribute to health and safety of self and others

Become aware of workplace safety issues in a variety of situations, who and how to report safety issues as well as employer and employee responsibilities. You will also learn about emergency procedures and common safety signs used in the workplace.

BSBITU307 Develop Keyboarding speed and accuracy

This unit will set the basis for you to be able to enter text and data with speed and accuracy, with the emphasis on accuracy. On completion you will be presented with a Certificate stating your speed and accuracy in typing.

BSBITU302 Create electronic presentations

Using PowerPoint 2010, learn how to design presentations, create slides insert animations and sounds, work with graphics, run a slide show and different printing options. Learn about tables, shapes themes, timings, templates etc. Your slideshows will be the envy of all at work.



BSBITU303 Design and produce text documents

Using Word 2010, learn how to create and edit documents, use formatting and printing techniques, use lists and bullets. You will also learn how to create and use templates, manage paper size, orientation, margins, section breaks, headers and footers, merging documents to create form letters, autocorrect techniques, import files into Word, use and format text boxes and pictures. Also create, edit and format tables, work with multiple documents.

BSBITU304 Produce spreadsheets

Get to know the Excel screen layout, create and edit spreadsheets, use simple formulas and functions, copying, formatting and printing techniques, and create and edit charts



BSBITU306 Design and produce business documents

Combine the knowledge and experience you have developed to use various Microsoft 2010 applications to design and produce business documents and publications. Use your knowledge to select and use a range of functions in a variety of applications.

BSBITU309 Produce desktop published documents

Using Publisher 2010, learn to provide administrative support or produce your own desktop published documents, including cards, brochures, flyers, business cards. Work with graphics to design, create and finalise your own documents with a professional finish.

BSBWRT301 Write simple documents

Using Microsoft 2010 you will develop the skills and knowledge to plan basic documents. This unit will help you learn the correct layout of letters etc. You will be able to develop basic workplace documentation over a range of workplace contexts.

BSBCUS301 Deliver and monitor a service to customers

Customer service is the basis of business interaction. In this unit you will learn how to identify customer needs and monitor the service you supply to customers. You will practice using discretion and judgement to apply theoretical knowledge in providing advice and support to customers.

BSBCMM301 Process customer complaints

By combining the knowledge and skills of delivering and monitoring a service to customers you will further develop your customer service skills to be able to handle formal and informal negative feedback and complaints from customers.



BSBADM307 Organise schedules

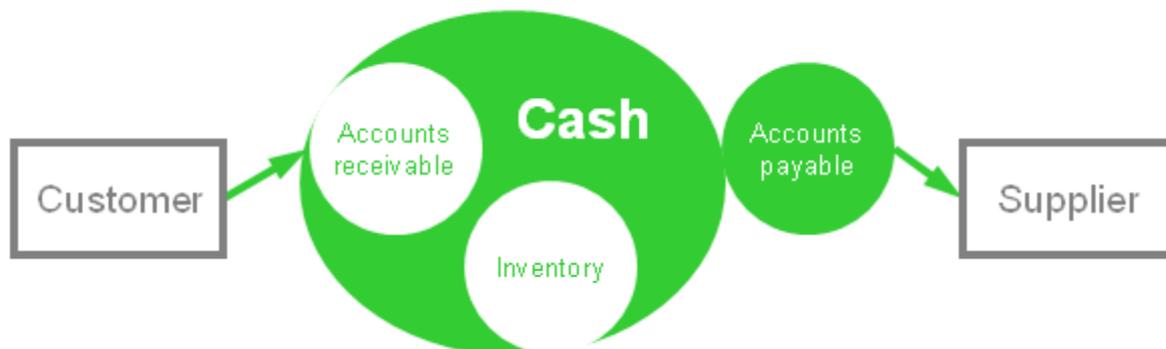
This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. It applies to individuals employed in a range of work environments who provide administrative support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

BSBFIA304 Maintain general ledger

Learn the skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance. Learn double entry principles and how to trace errors.

BSBFIA303 Process accounts payable and receivable

Learn how to prepare bank reconciliations, maintain accounts payable and accounts receivable, how to use credit journals are used to record transactions where goods are bought or sold on credit.



STUDENT CODE OF CONDUCT

HKCC views students as equal partners in the education process. As such, students have similar responsibilities with respect to proper interpersonal behaviour amongst colleagues and HKCC employees.

Therefore students must

1. familiarise themselves with the policies of the HKCC either by reading the Pre-Enrolment Information Guide, Student Handbook or looking on our website www.hkcc.nsw.edu.au
2. show respectful consideration in all their interactions with each other, especially in recognition of the diversity of cultural and linguistic backgrounds represented amongst us respect the individuality and rights of all fellow students
3. maintain privacy and confidentiality in respect of all matters relating to students and staff
4. adhere to directions from the class tutor
5. work safely and not endanger others in the class
6. participate positively in class
7. adhere to all HKCC rules and regulations
8. be aware of, apply and adhere to access and equity obligations described in our access and equity section
9. seek any clarification of assessment requirements. Adult students are expected to take responsibility for their own learning outside the classroom and for timetabling their study and completion of assessments to maximise their chances of a successful learning outcome
10. raise any concerns with the content of delivery of a training course privately with the trainer outside of the course hours, or with an appropriate member of the HKCC staff, or the Principal
11. not attend class whilst intoxicated with either drugs or alcohol in their system.